

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: BENEFITS SPECIALIST, HUMAN RESOURCES

RANGE: 24

BASIC FUNCTION:

Under the direction of the assigned supervisor, perform responsible administrative support duties in assigned functions of the Human Resources Office such as recruitment or benefit administration activities; serve as informational resource and provide assistance to employees, job applicants and the general public regarding personnel functions, policies and procedures; prepare and maintain a variety of manual and automated personnel files, records and reports. Process enrollment of benefits for certificated, classified, confidential and management employees; serve as a technical resource in communicating accurate information regarding employee benefits to employees, administration, management and benefit providers; provide COBRA notification to eligible employees and their dependents; process COBRA payments; assist with retirement, medical, dental and vision benefits for early retirees.

DISTINGUISHING CHARACTERISTICS:

The Benefits Specialist classification provides responsible and complex support requiring thorough knowledge of assigned functions in the office such as recruitment and benefits. Benefits Specialist incumbents perform varied and responsible duties requiring thorough understanding of the Human Resources program.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as a technical resource in communicating accurate information regarding employee benefits to employees, administration, management and benefit providers.

Provide COBRA notification to eligible employees and their dependents; prepare invoices and notifications; collect fees and perform related accounting activities.

Assist with retirement, medical, dental and vision benefits for early retirees; prepare invoices and reconcile related accounts.

Perform responsible administrative support duties in assigned functions of the Human Resources Office such as benefit administration activities; resolve personnel-related issues and concerns with discretion and confidentiality; refer more difficult or sensitive issues to supervisor as needed.

Reconcile enrollment of benefits for certificated, classified, confidential and management employees; maintain accurate eligibility lists for medical, dental, vision, life, disability and income protection plans for employees.

Communicate accurate information regarding employee benefits to employees, administration,

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management and benefit providers.

Assist with the coordination of voluntary, non-voluntary and elective benefit deductions with payroll department and accounting department.

Under the direction of the Benefits Analyst, represent the Contra County Office of Education and serve as liaison for employees and benefit providers; mediate issues and problems as necessary.

Participate as needed in the orientation and processing of new personnel according to established procedures as assigned by the position; collect and process various employment benefit forms and applications; participate in screening and interview process as needed and requested by supervisor.

Perform a variety of administrative activities in support of employee benefit programs including enrollment as assigned by the position; distribute, process, verify accuracy and assist employees with completing a variety of required forms and applications; enroll employees in employee benefit programs according to established standards, requirements and procedures; provide benefit information to new employees and their families; reconcile medical, vision and dental billings.

Input a variety of employee information and other personnel data into an assigned computer system; maintain automated employee records and files; generate a variety of computerized lists and reports; assure accuracy of input and output data.

Maintain methods of internal controls for accurate reporting of employee benefits; maintain assigned personnel and payroll automated database and generate automated reports.

Prepare and maintain a variety of records, reports and files related to assigned benefits activities.

Maintain accurate eligibility lists for medical, dental, vision, life, disability, and income protection plans for employees.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter computer and assigned software.

Communicate with personnel and various outside agencies regarding coordination of benefits, to exchange information and resolve issues or concerns.

Participate in various special projects and events as assigned.

OTHER DUTIES:

Train and provide work direction to staff as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Human resources office functions, practices and procedures.
Applicable laws, codes, regulations, policies and procedures related to employee benefits and assigned activities.
County Office operations, policies and objectives relating to assigned employee benefits and human resources activities.
Technical aspects of field of specialty.
Record-keeping and report preparation techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Telephone techniques and etiquette.
Modern office procedures and record-keeping techniques.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Data entry and retrieval techniques.
Mathematical computations.
Methods, practices, terminology and procedures used in benefits administration.
Federal and State COBRA laws, rules and regulations.
Employee benefit packages and insurance programs.
Employee benefits enrollment practices and procedures.
Summary plan descriptions, vendor contracts and related forms.
Accounting practices, procedures and terminology.
Collective bargaining agreements and procedures.
Policies and objectives of assigned programs and activities.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform responsible administrative support duties in assigned functions of the Human Resources Office such as recruitment or benefit administration activities.
Serve as informational resource and provide assistance to employees, job applicants and the general public regarding personnel functions, policies and procedures.
Prepare and maintain a variety of manual and automated files, records and reports.
Interpret, apply and explain rules, regulations, policies and procedures.
Distribute, screen and process forms and other personnel-related documents.
Maintain confidentiality of sensitive and privileged information.
Compose correspondence and written materials independently.
Understand and follow oral and written instructions.
Operate a variety of office equipment including a computer and assigned software.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Complete work with many interruptions.
Determine appropriate action within clearly defined guidelines.
Make mathematical computations with speed and accuracy.
Work independently with little direction.
Perform a variety of technical duties in support of employee benefits programs including enrollment,

data collection, record-keeping, accounting, claims processing and fund disbursement activities. Serve as a technical resource to personnel concerning employee benefits information, insurance plans, options, guidelines and procedures.

Process, evaluate and assist employees with the completion of enrollment forms.

Troubleshoot and resolve employee issues and concerns regarding benefits, referring more complex issues to Benefits Analyst.

Prepare and maintain permanent employee benefits records and files.

Utilize a computer to enter data, maintain records and generate reports.

Plan and organize work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level course work in a related field and three years of increasingly responsible experience in a human resources office.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.