BENEFITS SPECIALIST

DEFINITION

Under general supervision, provides technical assistance to the health benefits and supplemental benefit programs for Washoe County employees, their dependents and retirees; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of experience providing support to the administration of employee benefit programs, which includes processing benefit enrollments, processing claims, adjustments and billing accounts; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

None.

SUPERVISION EXERCISED

May act as a lead in project or functional area.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Maintain current records and coverage on all participants (including COBRA, dependents and retirees) in the various benefit programs by processing enrollment and/or change forms, setting up employee files, entering information into the County’s enterprise system and transferring information electronically to the third party administrator; notify appropriate carriers of new enrollees to ensure that eligible employees obtain coverage in a timely manner.

Interpret benefit plan documents and program guidelines, regulations and policies; assist employees with resolving complaints, discrepancies and various other benefit related problems; provide information by telephone and in person, regarding policies, procedures, benefits and claims; provide information and/or refer callers to appropriate source(s) as necessary.

Review bi-weekly payroll reports and update benefit database to make appropriate adjustments regarding employee changes, terminations, new enrollees, deduction errors, changes in status and inconsistencies.

Participate in technology upgrades by providing workflow information, assist with testing, and other work process improvement initiatives.

Audit monthly billings from the carriers against eligibility reports for changes and terminations, balancing carrier reports with payroll to recommend payment of bills and order warrants from the Comptroller's office.

Establish and maintain financial accounts related to the administration of benefits by recording daily checks and totaling amounts for medical/health claims, calculating transfer amounts, balancing and auditing bank statements for the self-funded health plan, setting up and posting monies to individual accounts, processing refunds and voids and
depositing checks into the group health checking account, processing claims for death benefits; prepare Treasurer's transmittal on monies received for health benefits to ensure proper accounting of funds.

Provide administrative and customer support to supplemental benefit programs including flexible spending programs, life insurance and wellness activities; liaison with insurance carriers, administrators and other partners to maintain accurate records, resolve problems and assist with benefit plan compliance.

Coordinate open enrollment periods by providing current benefit documentation, forms and deadlines to enrollees/retirees.

Notify employees on leave without pay, or other special pay status, of their benefit coverage and arrange for premium payments.

Compile data and maintain statistics on usage, claim experience and costs of the various plans to assist in the completion of administrative studies and reports.

Represent the division on the wellness committee, which is responsible for working with other agencies to create and recommend various wellness programs.

Initiate and maintain resource materials (e.g., claim forms, benefit booklets, information sheets), and update and distribute as necessary.

Participate and assist in coordination of health and benefit events; coordinate employee notifications and other aspects to educate employees, and distribute information about benefits and special wellness issues.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**
Departmental/divisional policies and procedures.

Employee benefit programs and insurance offered by Washoe County.

Federal, state and local legislation, rules and regulations applicable to County benefit programs.

Management information systems and software programs used in the assigned area.

**Ability to:**
Analyze and interpret comprehensive benefit program information and perform a variety of complex, specialized analytical studies.

Carry out assigned projects to their completion with a focus on process improvement and use of technology.

Coordinate schedule and logistics of events such as open enrollment, benefit fairs and training programs related to benefit programs.

Present information in a group setting.

Explain the nuances of complex program material in a manner understandable to employees.
**Entry Level** (Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)

**Knowledge of:**
Employee benefit programs, including familiarity with a variety of coverage and program concepts.

Methods and techniques of data collection and summary reporting.

Methods, practices and techniques used in accounting record keeping.

Office management methods and procedures.

Personal computers and software applications.

**Ability to:**
Read and interpret employee benefit plan documents, state statutes, federal legislation, program rules, regulations, policies and procedures.

Perform mathematical calculations associated with accounts maintenance.

Perform technical accounting work, including transfers, transmittals and journal entries.

Compile, tabulate and interpret data and information.

Compile data and analyze results.

Regularly handle highly sensitive and confidential matters.

Write clear, concise reports and other documents.

Communicate in a clear, concise manner, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

**SPECIAL REQUIREMENTS**
*Essential duties require the following physical skills and work environment.*

Ability to work in a standard office environment. Ability to use office equipment including computer, telephones, calculators, copiers, and FAX machines. Ability to lift and carry objects weighing up to 25 lbs.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*