ASHEVILLE, NORTH CAROLINA

Classification Specification

Benefits Specialist, Senior
Job Code: 3550
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to assist in the administration and coordination of employee benefits programs.

Distinguishing Characteristics:

This classification is the second level in the Benefits Specialist job family and is distinguished from lower levels in this job family by increasing degrees of scope, independence, responsibility, decision-making.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Assists in administration and evaluation of benefits plans for employees and retirees, to include health, dental, life insurance, and related supplemental benefits: makes recommendations regarding benefit inclusions, changes, and offerings; participates in the preparation of requests for proposals (RFPs) for benefits related contracts; participates in comparison and selection of benefits providers; monitors contract compliance and invoice processing; prepares benefits communications; audits retirement/pension calculations; reviews eligibility; and ensures compliance with state and federal laws related to benefits compliance.

Coordinates work activities with vendors and benefits providers: communicates with vendors regarding billing and eligibility; implements new benefit platforms and new benefit plan offerings; reviews and approves vendor payments; and consults with vendors, brokers, and online benefits platform providers to answer questions and resolve problems.

Assists in coordinating employee benefits enrollment: participates in new hire orientation; coordinates and participates in open enrollment events; provides information and answers questions regarding health, retirement and other benefits, as well as related policies and procedures; distributes and processes applications and forms; monitors and coordinates benefits data; researches, resolves, and corrects billing, eligibility, and enrollment issues; and maintains related data and documentation in department systems.

Coordinates wellness events: contacts and schedules outside wellness providers, businesses, speakers, and vendors for wellness events; updates calendar as needed; publishes blog posts; creates response forms; posts information to wellness channel; evaluates events; and makes recommendations for future wellness topics and vendor participation.

Researches, compiles, and/or monitors administrative, statistical or other data pertaining to benefits operations; summarizes data, performs routine data analysis, and prepares reports; compiles and submits data for Other Post-Employment Benefits (OPEB) in compliance with applicable rules and regulations; conducts research of department files, database records, electronic data sources, Internet sites, hardcopy materials, or other sources as needed.

Communicates with supervisor, other City employees, third party service contractors, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, enrollment documents, invoices, audit requests and reports, tuition reimbursement requests, retirement estimates, leave documents, change requests, wellness calendar and documents, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Human Resources, Business, or related field required; supplemented by three years of experience in participating in benefits enrollment and related activities; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.