ASHEVILLE, NORTH CAROLINA

Classification Specification

Benefits Specialist
Job Code: 3510
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to participate in the administration of employee benefits and process related documentation.

Distinguishing Characteristics:

This classification is the entry level in the Benefits Specialist job family.

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.

Participates in administration of Family & Medical Leave Act (FMLA) policy: provides information and answers questions regarding FMLA policies, processes, and eligibility requirements; assists employees with paperwork; ensures compliance, and implementation of related local, state, and federal regulations; and processes, tracks, and maintains related deadlines, information, and documentation.

Participates in benefit enrollment: conducts benefits orientation for new hires; provides information and answers questions regarding benefit options; assists employees in enrolling in chosen benefits; makes benefit changes for qualifying life events; requests and reviews correct documentation; scans documents to computer database; verifies employee data and premium amounts; and makes corrections as needed.

Participates in administration of retirements: meets with employees to provide retirement information and answer

questions; prepares formulas and estimates pension amounts; ensures all retirement processes are completed; and collects and submits required paperwork to appropriate personnel and entities.

Process separations: updates and terminates employees in computer systems; computes payouts; prepares and submits benefits payout forms; sends termination and continuation of health care (COBRA) information to employee; and transfers accrued sick time to other local agencies, as requested.

Processes benefits related invoices and payments: prepares check requests for monthly payment to vendors; verifies accuracy and correctness of data and charges; and manages insurance premium payments, requests, and reimbursements.

Prepares and maintains wellness calendar: 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; provides participant list to vendors; reserves meeting space; and tracks responses.

Processes tuition reimbursement requests: receives and reviews employee education documentation; verifies completeness of documentation; scans documents to computer systems; and submits reimbursement request to appropriate personnel.

Communicates with supervisor, other City employees, vendors, 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, vendor invoices, leave reports and requests, employee data and documentation, change forms, payout requests, tuition reimbursement forms, retirement forms and worksheets, 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, 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 Business, Human Resources, or related field required; supplemented by one year of experience in providing benefit or other human resources administrative support; 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 provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

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 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.