

BENEFITS COORDINATOR

JOB SUMMARY

Under direct supervision, performs a variety of technical and clerical duties related to employee benefit programs offered by the City; and performs related duties as required.

CLASS CHARACTERISTICS

This classification works under the direction of the Risk Administrator. An incumbent is responsible for coordination of reports, records, correspondence and changes for the employee benefit programs, which include health care insurance and disability programs. An incumbent is expected to independently carry out assignments and refer to supervisory personnel those matters that involve policy decisions, technical questions, deviations from standard practice and unusual public relations problems. Work is reviewed for accuracy and conformance with established departmental standards and quality.

ESSENTIAL FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Management reserves the right to add, modify, change or rescind work assignments as needed.

Performs research and provides assistance and information to employees and others concerning employee benefits and disability programs which requires a knowledge of personnel rules and regulations, memoranda of understanding, contracts, procedures, policies and precedents.

Assists with coordination of the employee medical, dental, life, and disability insurance plan; interprets plan policy and procedural requirements and coverage documents.

Responds to employee questions and complaints; attempts to resolve benefits-related problems in a liaison role.

Conducts new employee benefits orientations and retiree orientations and ensures materials provided are accurate and current.

Processes benefits/insurance enrollments and terminations, COBRA and over-aged dependents coverage; inputs/updates employee information into the PeopleSoft Human Resources Management System (HRMS) and the California Public Employees' Retirement System Automated Communications Exchange System (ACES).

Prepares for and participates in the Citywide open enrollment process for benefits; assists with the design and preparation of benefits materials and literature.

Prepares benefit statements and invoices for payment.

Assists with coordinating meetings of the Benefit Review Committee.

Assists in the development and implementation of wellness and safety goals, policies and procedures.

Performs a wide variety of clerical work including typing, data entry, proofreading, filing, and posting.

Verifies, compiles and records statistical and narrative information for the preparation of reports and records; prepares correspondence, records and reports based on data obtained from a variety of sources; processes data and documents in accordance with prescribed procedures.

May process requests for disability and FMLA leaves, retirement, death benefits and other special situations.

May conduct special research and/or projects.

Performs other related work as required.

QUALIFICATIONS GUIDELINES

A typical way to obtain the requisite knowledge and abilities to perform the duties and responsibilities of this classification is as follows:

Education, Training and/or Experience

Graduation from high school supplemented by an Associate's degree or its equivalent from an accredited college with major coursework in business or closely related field.

Minimum of two years of progressively responsible experience in benefits administration and counseling, personnel or a closely related field.

License and/or Certificate

Certificate from a human resources or benefit administration program is desirable. Class C California Driver's License. Revocation of license during employment may result in disciplinary action or reassignment.

Requisite Knowledge and Skill Levels

Technical aspects of benefit administration.

Personnel operations, procedures, policies, rules, objectives and organization.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Record keeping techniques and procedures.

Computer literacy.

Requisite Abilities

Learn and interpret specific rules, laws and policies and apply them in a variety of procedural situations.

Perform responsible and difficult clerical work with accuracy, speed and initiative.

Make arithmetic calculations quickly and accurately.

Communicate effectively both orally and in writing.

Analyze situations accurately and adopt an effective course of action.

Establish and maintain effective and cooperative working relationships with others.

Work confidentially with discretion.

Present materials to a group in an interesting, informative manner.

Effectively prioritize work to meet schedules and time lines.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Essential duties require the following physical tasks and environmental conditions:

Ability to sit, reach, twist, lean; operate a typewriter, computer keyboard and calculator; and lift files and reports from desk tops or file drawers. Exposure to vibration, pitch and glare from a computer.

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

4/05