

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE:	BENEFITS SPECIALIST
DEPARTMENT:	VARIOUS
REPORTS TO:	VARIOUS

CLASSCODE: 0085
FLSA STATUS: N
DATE: 04/05

JOB SUMMARY:

Under general supervision, performs a variety of specialized duties associated with the administration of benefits programs, including health insurance, workers compensation, disability management, and/or other related programs.

DISTINGUISHING CHARACTERISTICS:

This is a journey level class that provides support to benefits management activities such as County medical, dental, vision and life insurance coverage offered to employees and retirees. While incumbents in this class may specialize in a particular area, they are expected to gain familiarity and knowledge of all areas of benefits management. Incumbents are expected to exercise independent judgment while performing their duties within general guidelines.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(This class specification may not include all the duties listed, nor do the examples cover all the duties that may be performed.)*

Assist in the development and implementation of programs, policies and procedures and performs a variety of benefits management support work that requires the exercise of independent judgment and the application of technical skills in areas related to occupational health and workers' compensation, disability management, employee benefits and insurance, or loss control programs.

Serve as liaison and resource for departments, employees, and other interested parties regarding claims procedures; benefit levels; claims processing; health and ergonomic issues and training; health plan enrollment; and other benefits management programs.

Work with contract service providers and external agencies to insure timely and cost-effective claims resolutions that are in accordance with legal statutes, civil procedures, and administrative regulations; manages and monitors program budget.

Analyze incident, usage and cost data, prepares narrative and statistical reports and proposes recommendations to the Benefits Manager.

May assist the Benefits Manager, Human Resources Director, County Counsel, County Departments, and contract attorneys in litigation preparation.

Review loss and utilization data and other information used to develop charges to departments for purchased insurance, self-insurance or administrative costs of benefits management programs.

Discuss benefits with and counsel employees or retirees about benefit/coverage issues; explain policies/procedures, program requirements - legal and otherwise, answer inquiries and interface with third party providers on behalf of employees or retirees.

Process, maintain and update financial records, claims, transactions, bills, files and computer databases pertaining to benefits programs and activities by reviewing source or summary documents/data for completeness, accuracy and conformity to ensure compliance and effect revisions as necessary in order to correct documents/data as appropriate; coordinate with submitting party or 3rd party providers to resolve problems/ issues.

Present benefits information at new employee orientation, both orally and in print (e.g., information packages) to ensure that employees can make informed choices on benefit coverage.

Serve as initial contact/resource person for benefits-related issues; screen calls, visitors and mail in order to respond to complaints and requests for information and assistance.

Organize and perform associated office support activities by photocopying, assembling and disseminating correspondence, reports, records, charts, memos and other documents, answering telephones and maintaining files in order to support office operations.

Write letters, memos and other correspondence on a variety of confidential and non-confidential topics related to benefits administration in order to obtain or provide information, answer questions or resolve coverage and other issues.

Distribute benefits-related materials such as insurance cards, certificates, reimbursement checks and informational brochures so that employees receive resources in a timely manner.

Acts as liaison between insurance providers and employees and their families regarding insurance coverage; assists county employees and retirees in receiving benefits for which they have enrolled and in other claims processing problems.

Ensure continued insurance coverage for eligible employees on unpaid or other leave by coordinating the payment of shared premiums between the employee and the County and/or arranging for reimbursement of employee premiums paid by the County while the employee was away from the job.

Manage Safety Sensitive Driver Program by keeping associated records secure and confidential, scheduling random drug checks according to established procedures and obtaining employee participation, reviewing results and ensuring that same are communicated to the employees' department(s) as appropriate, to guarantee compliance with state and federal law.

May serve as a member of various committees dealing with benefit related issues.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal

Typewriter

General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Academic course work in public administration, business administration, accounting, economics, benefits management and/or other related courses.

Two to three years of progressively responsible experience performing administrative and office duties associated with employee benefits, workers compensation, retirement or a related field; or,

Any combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid California class C driver's license

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and practices, legal statutes, civil procedures and administrative regulations related to occupational health , worker's' compensation, disability management, employee benefits and insurance and other related programs.

Medical and technical terminology used in benefits programs.

Claims adjusting, investigation, and administration techniques necessary to carry management of claims.

General accounting principles and procedures including budgetary principles and practices.

County benefit programs (health insurance, workers compensation, etc.)

Financial records management.

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

Written and oral communications.

Internal departmental policies and procedures.

Office administration and office support practices and procedures, such as business letter writing and the operation of standard office equipment, including a word processor and personal or on-line computer.

External governmental bodies, agencies and associated regulations related to area of assignment.

Research methodology, report writing and basic statistics.

Ability to manage and monitor program budgets.

Computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Record keeping, report preparation, filing methods and records management techniques.

Ability and Skill to:

Write clear and concise reports, correspondence and other materials.

Use tact, discretion, initiative and independent judgment within established guidelines.

Analyze and resolve office administrative situations and problems.

Research, compile and summarize a variety of information and statistical data and materials.

Manage and monitor program budgets.

Plan and organize research and statistical reports.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Apply logical thinking to solve problems or accomplish tasks

Understand, interpret and communicate complicated policies, procedures and protocols.

Type from rough draft or printed text using a word processor or typewriter.

Use a VDT to accurately and rapidly enter and retrieve data and information.

Communicate orally with internal staff, citizens and other departmental staff in order to give and receive information in a courteous manner.

Effectively present conclusions before advising policy boards.

Read, interpret and apply written materials such as procedure manuals, plan documents and so forth.

Prepare informational materials, brochures and newsletters to relate complex regulations and data to employees and officials.

Understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Establish and maintain effective working relationships with others.

Draft and type correspondence.

Add, subtract, multiply and divide whole numbers, common fractions and decimals.

Working Conditions:

Work is performed in a standard office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle or feel objects, reach with hands and arms, speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 20 pounds.

file: benspec.03966

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.