

BENEFITS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class monitors and facilitates the administration of various benefits programs. The work involves performing tasks relating to the daily activities of various employee benefit programs such as health insurance, life insurance, dental insurance, vision insurance, retirement, and worker's compensation. Extensive contact occurs with employees, relatives, insurance carriers and agents of public entities for the purpose of insuring effective program operation and resolving individual problems. Performs related duties as required.

TYPICAL WORK ACTIVITIES:

Explains the various health, dental, life, vision, long-term disability, and worker's compensation programs to all new and exiting employees;

Ensures all eligible employees are appropriately enrolled in the proper program;

Informs employees regarding changes in the various insurance plans and coverages;

Responds to all inquiries regarding the programs;

Assists in the processing of claims and helps in resolving related problems;

Maintains required records and correspondence regarding the insurance programs including but not limited to cost data, eligibility requirements, current enrollees, etc.;

Maintains records for employees or former employees who are on direct payment and/or eligible for continuation of benefits under COBRA and follows up on a regular basis on the status of these individuals;

Prepares required paperwork for the payment of premiums; handles Medicare reimbursement aspects of Health Insurance;

Monitors and processes all paperwork for Worker Compensation claims in a timely fashion;

Monitors the use of the administrator's physical examination benefits;

Maintains a record of all occupational injuries and illness, prepares required reports for the New York State Department of Labor and the United States Department of Statistics

Maintains summary of benefits for various unions and administrative personnel.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment;

Good knowledge of the methods and procedures used in record maintenance and the processing of benefit transactions;

Working knowledge of the various benefit plans offered by a municipality or school district including benefit limits, eligibility criteria, administrative and procedural requirements;

Working knowledge of Federal, other state and municipal rules and regulations, agreements, policies and procedures that effect the benefit programs;

Working knowledge of basic medical and insurance industry terminology;

Working knowledge of third party and medical provider billing and payment procedures;

Ability to communicate effectively with others, both orally and in writing;

Ability to establish and maintain effective working relationships;

Ability to prepare written reports;

Tact;

Resourcefulness.

MINIMUM QUALIFICATIONS:

A) Completion of sixty semester credit hours from a regionally accredited or NYS registered college; OR

B) Two years' clerical experience including processing benefits transactions or employee entitlement programs; OR

C) Four years' clerical experience in an office situation; OR

D) An equivalent combination of training and experience as indicated within the limits of A), B), and C) above.