

## **BENEFITS ASSISTANT**

**Job Code:**

**Location:** Tioga County Personnel Department

**Classification:** Competitive

**Salary Grade:** M/C

**Adopted:**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the responsibility for assisting the Benefits Manager in administering a variety of employee benefit programs and maintaining Tioga County's Workers' Compensation Self-Insurance Fund. Moderately difficult account clerical duties will be performed in addition to extensive contact with employees, retirees, insurance carriers, and municipal agencies. Work is performed under general supervision of the Benefits Manager. As an incumbent develops their knowledge base, additional leeway will be allowed for independent action. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Assists Benefits Manager in the following functions:
  - Providing information and descriptions of benefit programs such as health, dental, vision, workers' compensation, and flexible spending programs to all new and existing employees;
  - Processing insurance claims;
  - New hire orientations, process and orient new employees to include explanation, enrollment, review of various benefits, and policies;
- As instructed by the Benefits Manager, notifies terminated employees of their COBRA entitlements and processes necessary documentation;
- Responds verbally or in writing to benefit inquires, resolving problems or referring them appropriately;
- Composes correspondence to enrollees, retirees/survivors, insurance carriers, and self-insurance participants;
- Provides assistance and information to employees, retirees, survivors and other enrollees regarding options, terms, regulations, and waiver options affecting various insurance plans;
- As instructed, process enrollments, terminations, and changes in status within the various employee benefit programs;
- Serves as County and employee liaison with all third party administrators, vendors, and participants of self-insurance plan;
- Maintains records and prepares claims and reports for the County's Workers' Compensation self-insurance fund;
- Assists the Benefits Manager in preparing the self-insurance annual budget;
- Assists during and after collective bargaining agreement negotiations with tasks associated with forecasting benefit costs, interpreting and applying contract language;
- Performs various clerical functions related to all insurance plans through the use of the department's current software programs;
- Assists the Benefits Manager in planning and administering open enrollment sessions;
- Provides administrative and clerical support within the Personnel Office.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of Federal and state regulations, that affect benefit programs; working knowledge of health, dental, vision, disability insurance industry terminology, to include eligibility requirements; working knowledge of third party and medical provider billing and payment procedures; Workers' Compensation, COBRA, FMLA, NYS Disability, working

## 2. Benefits Assistant

knowledge of human resource practices; Good knowledge of office terminology, procedures and equipment; good knowledge of MS Office software programs; ability to communicate effectively, both orally and in writing, in explaining the provisions of various insurance programs to employees, enrollees, and third party administrators; good knowledge of business arithmetic and English; working knowledge of records maintenance and personnel transactions; ability to multitask and prioritize; ability to maintain confidentiality in regard to all departmental matters;

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma **and EITHER:**

- a. Graduation from a regionally accredited or New York State registered college or university with a Associate's Degree in Business Administration and one (1) year of full-time (or it's part-time equivalent) within employee benefits, Workers' Compensation, or human resources;  
**OR**
- b. Three (3) years full-time (or it's part-time equivalent) experience in employee benefits, Worker's Compensation, or human resources; **OR**
- c. An equivalent combination of training and experience as defined by the limits of a) and b).