

## **BENEFITS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the planning, application, coordination, and administration of a variety of benefit programs. In addition to benefits administration the incumbent performs other administrative and clerical functions as needed. The incumbent contacts employees, retirees and insurance carriers for the purpose of ensuring effective program operation and resolving individual problems. Work includes maintaining awareness over evolving insurance legislation and regulations. The work is performed under general supervision of the Personnel Officer or Director of Human Resources with considerable leeway allowed for the use of independent judgment in carrying out the details of the work. Supervision is not a responsibility of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative only)**

- Advises and updates supervisor on health insurance changes within the industry;
- Provides information on and description of benefit programs to recipients;
- Assists employees and retirees with enrollment into various benefit programs including contacting insurance carriers to aid in the completion and correction of forms;
- Administers the employee and retiree benefit programs for a municipality, including health, dental, and medical health buy-outs;
- Researches, plans, and coordinates implementation of new benefit programs and serves as liaison with plan administrators;
- Conducts research to provide assistance to enrollees, retirees, their children, etc. regarding claims problems, benefit coverage, Medicare coordination, etc. by phone, in person, and in writing;
- May provide training and make presentations to staff regarding employee benefit programs;
- Provides administrative and clerical support to supervisor;
- Performs general office duties including answering phone calls, greeting the public and preparing reports as required;
- Organizes, manages, and maintains office files;
- Prepares reports as required;
- May assist in monitoring civil service exams;
- Assures security of various confidential materials associated with the work;
- May attend administrative hearings as a representative of the department.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of all federal, state, and local laws, regulations, and contractual agreements pertaining to health, dental, and other benefits afforded to employees and retirees; good knowledge of the various benefit plans offered by a municipality, including benefit limits, eligibility criteria, administrative and procedural requirements; good knowledge of medical and insurance industry terminology; ability to analyze and organize data and prepare reports; ability to understand and interpret complex oral instructions and/or written directions; ability to communicate effectively both verbally and in writing; ability to deal effectively with the public.

**MINIMUM QUALIFICATIONS:**

- Either:** (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and one (1) year of experience with a government agency or business involving managing, processing or interpreting employee benefits;
- OR (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and three (3) years experience as described above;
- OR (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years experience as described in (A) above;
- OR (D) An equivalent combination of training and experience as defined by the limits of (A), (B), or (C).