



Benefits Specialist

Job Description

Department: Human Resources Management
Position: Career Service
FLSA: Non-exempt
Starting Step: 32, Table 18
Supervisory: No
Reports to: Payroll & Benefits Manager

Summary

The Benefits Specialist performs varied administrative and specialized tasks in support of the day-to-day administration of the County's employee benefit programs, provides administrative support in compensation, and assists employees with various County benefit related issues, concerns or requests for service in accordance with established policies and regulations, while maintaining a high degree of confidentiality.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform extensive customer service related contact with County employees, retirees, and dependents regarding their benefits, to include answering questions, performing research and responding to employee and retiree questions regarding all County provided benefits.
2. Perform a variety of administrative and complex benefit-related clerical work, to include but not limited to, maintaining a variety of files and filing systems to include employee, retiree, and terminated personnel filing, maintaining all active employee and COBRA enrollment records for the group health program, entering and verify a variety of data into the computer system, and maintaining benefits related forms and documents.
3. Process monthly billings from all insurance providers and vendors. Review and reconcile billings for accuracy, codes, and advances for payments. Submit billings to the Payroll and Benefits manager for final approval. Ensure enrollment and change forms are submitted to vendors for processing in a timely manner.
4. Coordinate and participate in Benefits Fair and open enrollment and orientation of new employees signing up for benefits
5. Assist with and resolve insurance issues with employees and insurance carriers.
6. Assist the Payroll and Benefits Manager and/or HR Director with various benefits related projects and provide administrative support to the Compensation staff as needed.
7. Conduct exit interviews, providing information for separations and retirements. Review benefits options with terminating employees. Ensure employee receives direction on how to submit the

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DOT: No

completed separation paperwork to Human Resources. Obtain necessary information and documentation to process separation action.

8. Assist in distributing, collecting, and processing insurance, retirement, and other benefit paperwork.
9. Facilitate monthly benefit orientation meetings for new employees. Arrange for vendors to present benefit information. Oversee the disbursement and collection of enrollment and other forms. Serve as a resource at new-employee orientation to ensure employees gain an understanding of benefits plans and enrollment provisions.
10. Assist with the Affordable Care Act (ACA) benefits reporting requirements. Track hours worked for merit and non-merit employees. Notify department heads when limit is approaching.
11. Exemplify the desired culture and philosophy of the organization.
12. Work effectively as a team member with the other members of management and HR staff.

Competencies

1. HR Expertise
2. Communication
3. Relationship Management
4. Critical Evaluation
5. Consultation
6. Business Acumen
7. Global & Cultural Awareness
8. Leadership & Navigation
9. Ethical Practice
10. Decisive Decision Making
11. Maintain Confidentiality

Knowledge, Skills, and Abilities

1. Knowledge of current human resource laws
2. Skilled in Microsoft Office Suite
3. Skilled in intermediate reading, writing, and math
4. Skilled in conducting research
5. Ability to maintain cooperative working relationships with others in the workplace and the public
6. Ability to communicate effectively, verbally, and in writing
7. Ability to conduct group training
8. Ability to maintain files, records, and reports
9. Ability to make decisions free from personal bias
10. Ability to maintain confidentiality
11. Ability to multitask, prioritize tasks, and meet deadlines
12. Ability to work under pressure

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Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 20 pounds.

Position Type/ Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 9:30 a.m. to 3:30 p.m., Monday through Friday, and must work 80 hours each pay period to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Required Education and Experience:

1. Associate Degree and two (2) years’ experience related to area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.
2. Ability to communicate effectively both verbally and in writing; follow oral and written instructions; maintain a high level of confidentiality; complete work with a strong attention to detail; and deal effectively and courteously with employees and the public. Some knowledge of Benefits Administration including knowledge of Healthcare Laws.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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