

ASSISTANT EMPLOYEE BENEFITS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: An Assistant Employee Benefits Administrator is responsible for professional assignments and tasks in the administration of the City's Employee Benefits Programs. These programs include multiple self-insured, self-administered medical and dental insurance plans, life insurance, and health and dependent care flexible spending account programs. Duties include: directly supervising employees responsible for adjudicating claims; providing lead supervision to the Employee Benefits Supervisor, assisting with interpreting insurance carrier contracts; answering employees', dependents', retirees', and providers' questions and resolving problems regarding the requirements and provisions of benefit programs; resolving insurance claim discrepancies; educating employees, retirees, and dependents regarding City provided benefit programs; drafting correspondence to employees, dependents, retirees, providers, and carriers; assisting with updating and revising the Benefit Plan Document regarding administration of the City's benefits program; coordinating and conducting various benefit program information and enrollment sessions for employee and retirement groups; working with providers and insurance vendors to ensure proper employee insurance coverages; assisting employees, dependents, and retirees in the completion of various benefit forms; and performing research, collecting and analyzing data on such subjects as claims and fraud. This classification performs related duties as required.

Distinguishing Features: An employee in this classification exercises considerable initiative with latitude for independent judgment. Technical decision-making is required in the areas of processing of claims, payment of benefits, coverage and authorization of health care program services, certification of services, trust fund management, and Health Insurance Portability and Accountability Act (HIPAA) compliance. Additional duties include: attending and facilitating presentations to employee groups; assisting with Health Insurance Portability and Accountability Act (HIPAA) compliance; assisting with the preparation and administration of the Employee Benefits budget; and providing additional staff assistance to Employee Benefits Advisory Committee and Employee Benefits Task Force. This class receives supervision from the Employee Benefits Administrator who reviews work through conferences, reports, and overall results obtained. This classification acts as the Employee Benefits Administrator in the absence of the Administrator. This class is FLSA exempt-administrative.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Personnel, Public or Business Administration, or related field. Considerable (3 - 5 years) professional experience in Human Resources work functions including, but not limited to, employee benefits administration with a working knowledge of HIPAA guidelines. Good (1 - 3 years) contract administration experience.

Special Requirements. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Human Resources, Public Administration, or related field is preferred. Experience in budgeting, electronic claims processing, trust fund management, and personnel administration. World at Work certification as a Certified Benefits Professional (CBP) or equivalent certification as an Employee Benefits Specialist (CEBS).

ESSENTIAL FUNCTIONS

Communication: Communicates with management, coworkers, subordinate personnel, the general public, insured individuals, providers, outside consultants, and representatives from various regulatory agencies to explain benefit programs, resolve problems and disputes, receive information on benefit issues, and establish and maintain effective working relationships. Counsels and educates employees regarding benefits and options. Answers complex questions and handles complaints regarding insurance coverage. Communicates with the following: contracted agencies to ensure proper contract administration and resolve problems; utilization review firms for case clarification, and the Finance Division to provide financial and accounting data for monthly balancing of the Benefit Trust Fund. Negotiates with providers to reduce rates. Instructs and trains others regarding various benefit programs and services. Writes articles to inform employees of new programs and services. Responds to personnel-related requests and inquiries, and explains technical statutes, policies, and procedures. Serves as a liaison with contractors, consultants, and independent investigators and adjusters. Confers with legal counsel in preparing claims cases and personnel related matters. Prepares program policies and procedures and reports on operations and activities. Composes summary reports related to benefit programs. Prepares staff recommendations and prepares presentations to the Employee Benefits Advisory Committee, upper management and/or the City Council. Prepares performance evaluations.

Manual/Physical: Reviews the work products of staff to ensure conformance to standards by auditing claims and adjustments made, and releasing claims processed over \$5,000, after reviewing the claims for accuracy and adherence to the Benefit Plan Document. Updates on-line procedure codes, diagnosis codes, plan design and benefit codes in the computerized health claims processing system. Reviews expenditures for the Employee Benefit Trust. Recommends improvements and modifications to systems, processes and procedures. Assembles data and documents and prepares reports. Enters data into a terminal or personal computer to process and pay claims, access employee and history files, and prepare letters, memos, and reports. Sets up and maintains specialized computer software programs used to process medical, dental, and Flexible Spending Claims. Attends meetings and serves on various committees.

Mental: Analyzes, develops, and implements programs, policies, and procedures. Assists with managing and monitoring all benefit programs for compliance with contracts and Plan Document provisions. Assists with research and recommendations regarding the feasibility of new benefit programs to upper management staff. Works with consultants and purchasing personnel to design Request for Proposal documents, evaluate proposals, and make recommendations to management for contract award. Assists with management of the Flexible Spending Account Program and makes recommendations for changes regarding program policies and procedures. Schedules program presentations and coordinates open-enrollment meetings. Assists with and supervises staff with preparations for open enrollment processes. Comprehends and interprets written documents such as the Benefit Plan Document. Monitors legislation to ensure compliance with federal, state, county and local laws. Assists with budget preparation and justification for budget requests; and monitors budget expenditures for operational efficiency. Oversees and monitor claim payments. Identifies and resolves potential abuses of benefit claims. Analyzes complex financial data and other aspects of benefit plans and proposals in order to recommend alternatives. Assists with contract administration duties, including: evaluating proposals; negotiating and recommending contract terms; evaluating performance; and ensuring compliance to contract agreements. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

Knowledge and Abilities:

Knowledge of:

a variety of employee and retiree benefit programs, contract compliance, claims processing, resolution, program development and presentation;
comprehensive employee benefit programs, including self funded and flexible benefit programs;
Federal Government Consolidated Omnibus Budget Reconciliation Act (COBRA) and its ramifications;
City of Mesa benefit programs and eligibility provisions;
principles and practices of employee benefits administration;
claims processing and payment functions;
research techniques; and
Microsoft products, Word, Excel and PowerPoint.

Ability to:

interpret and explain variety of computer-generated reports;
give effective small and large group presentations;
ensure detail oriented and quality work products;
analyze information, draw conclusions, make recommendations and provide thoughtful and thorough analysis;
write clear and concise reports and develop descriptive materials for management review;
proficiently perform computerized word processing, comprehension, summarizing and writing/editing;
work with highly sensitive and confidential employee benefit issues and perform complex, confidential and sensitive assignments;
communicate effectively both orally and in writing;
explain complex programs in simple, non-technical language;
be responsive and customer service oriented;
research and develop solutions to complex benefits issues;
listen and communicate effectively with a diverse group of people;
handle multiple projects simultaneously and use good judgment in prioritizing work assignments; and
establish and maintain effective working relationships with City staff and the general public;

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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CS5184.DOCX

EEO-PROF

NIDA-No

RESP-No

JOB FCTN-OFF

INCREMENTS 81-200

PAY GRADE: 51

CDL-No

IND-8810

SWORN-No