

POSITION DESCRIPTION
City of Knoxville

Class Title: Benefits Assistant	Working Title: same	PCN :
	Incumbent:	Created: January 5, 2009 Updated: December 22, 2011

GENERAL DESCRIPTION

Under general supervision, performs varied responsibilities in the planning, implementation and daily administration of employee benefits.

ESSENTIAL FUNCTIONS

Assists in employee/retiree/dependent education/communication regarding benefits, including conducting employee orientation and annual enrollment meetings, conducting benefit education meetings, assisting in the Benefits Fair, assisting in the development of written communications including announcements and broadcast emails, and answering questions from employees/retirees/dependents regarding benefits.

Prepares Risk Management newsletter and/or other publications to include working with vendors to request articles, editing/writing articles and creating layout in Micro Publisher. Coordinates publishing and distributes to employees, retirees and spouses as appropriate.

Performs various responsibilities in administering benefits enrollment including processing forms, entering/verifying/auditing enrollment information in City and vendor data bases, and coordinating with and resolving problems with vendors.

Performs various responsibilities in planning, acquiring and implementing benefit programs, including analysis of employee needs, basic collection/tracking/analysis of claims/participation/costs/benefits information, assistance in developing and conducting requests for proposals and tasks required for implementing new programs or modifications.

Assists employees/retirees/dependents with resolution of claims issues with various benefits and coordinates with vendors in resolving claims problems.

Performs various responsibilities regarding billing and deductions for benefits including verifying/processing/auditing invoices and deductions.

Assists in compliance with governmental regulations regarding benefits, including administration of benefits under COBRA and FMLA.

Maintains various benefit related records.

Performs other similar responsibilities as needed within the Risk Management Office, which may include assistance with workers compensation and other property casualty responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of all City's benefits programs.

Ability to comprehend federal, state, and City regulations related to benefits and safety.

Knowledge of Business English and arithmetic.

Knowledge of basic accounting principles.

Knowledge of good customer service principles.

Knowledge of modern office practices and procedures.

Knowledge of personal computer use including use of Microsoft Word, Excel, Publisher and Powerpoint.

Ability to manage multiple projects.

Ability to operate common office equipment (i.e., personal computer, scanner, photocopier, FAX, etc.).

Ability to type accurately.

Ability to work under pressure and meet deadlines.

KNOWLEDGE, SKILLS AND ABILITIES (cont.)

Ability to communicate clearly, concisely, and convincingly—both orally and in written form.

Ability to establish and maintain effective working relationships with the public and other employees.

Ability to answer the telephone and handle incoming calls and visitors in such a way that they feel satisfied that their questions have been handled professionally, pleasantly, and efficiently.

Ability to act and communicate effectively with individuals who are emotional, dissatisfied or difficult.

Ability to solve problems.

PHYSICAL REQUIREMENTS

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MENTAL REQUIREMENTS

This position uses relevant principles and procedures to solve practical problems and to deal with a variety of concrete variables in situation where only limited standardization exists. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MINIMUM REQUIREMENTS

Graduation from a standard high school or equivalent.

One (1) year of experience in benefits, health management programs, human resources, employee or public relations, or a related field.

One (1) year of experience in customer service type work.

Demonstrated ability to type a minimum of 25 words per minute.

Preference may be given to applicants with benefits experience.

Gay Conroy Risk/Benefits Manager
Signature and Job Title

Finance & Accountability
Department

1-3-2012
Date