

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: HUMAN RESOURCE SPECIALIST – HEALTH BENEFITS HUMAN RESOURCE DIVISION

GENERAL STATEMENT OF JOB

Under general supervision, performs professional - paraprofessional administrative and technical duties in the Benefits Office of the Human Resources Department. Work involves serving as a primary benefits representative responsible for the administration of health, life, dental insurance, and cafeteria benefits. Employee is responsible for working with individual employees to ensure benefits are appropriate according to eligibility and choice. The employee is responsible for communicating choice of benefits, how to enroll and make changes via online or by form, monitor online systems for accurate information for enrolling process and answer any questions pertaining to the benefits offered. Employee is involved in termination of benefits due to resignation, retirement, or death of an employee. The employee is responsible for maintaining accurate files, paper and electronic, and must exercise considerable tact and courtesy in dealing with the public and employees on a daily basis. Work requires the use of computer, copier, scanner, fax machine, and telephone. Reports to the Director of Benefits.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Assists employees as needed to ensure benefits are appropriate according to eligibility and choice.

Researches employee issues online, with carriers, the State Health Plan, Payroll and Technology with regard to benefits eligibility and policies in force.

Reconciles employee reports to ensure elections, start and ending dates coverage levels, premiums and escrow are correct.

Explains to employees the function of the benefit; how to enroll and make changes; and answers any questions pertaining to the benefits offered.

Receives and responds to questions regarding insurance coverage, changes, qualifying life events, costs, claims, premiums, escrow, beneficiaries, exclusions to coverage, etc.

Assists with annual enrollment for the medical and flex plans and coordinates assigned components.

Ensures that all established deadlines for processing changes are met.

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Processes/approves insurance transactions; distributes documents and forwards document copies for scanning; and processes and approves enrollment changes and works with Technology and Payroll to ensure appropriate updating of information.

Types a variety of letters and emails from standardized formats regarding coverage; maintains active/non-active employee benefits and health record files electronically or as hard copy as appropriate.

Determines insurance termination dates for terminated employees and processes and distributes termination letters

Administers the process of ensuring notification of terminated employees of their rights with respect to continuation of insurance coverage.

Serves as the contact person for the insurance companies.

Processes name changes.

Assists with change of beneficiaries for life insurance.

Counsels beneficiaries and processes death claims.

Researches and responds to Medicare reports and billing problems.

Assist with the coordination of invoicing process via third-party vendor to ensure billing and collection of premium from employees on leave of absence.

Provides information to agencies regarding employees' child support responsibilities and health insurance coverage, e.g. court-ordered insurance coverage.

ADDITIONAL JOB FUNCTIONS

Provides assistance in other areas of the Benefits Department including but not limited to disability, retirement and the leaves of absence process.

Assist with department work overflow as needed.

MINIMUM TRAINING AND EXPERIENCE

High School diploma supplemented by secretarial science or business courses or related field, with an Associate's Degree preferred, and 6 to 9 years of experience in office administration or personnel-related programs; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, scanners, calculators, printers, copiers, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Significant amounts of time is spent viewing a computer monitor.

Data Conception: Requires the ability to compare and/or judge the not-readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from supervisors. Requires the ability to deal with difficult employee interactions and communicate difficult messages and outcomes. Includes presenting information in a sensitive, yet factual manner, offering alternatives as appropriate.

Language Ability: Requires the ability to read correspondence, reports, forms, spreadsheets, rosters, insurance forms, turnaround documents, etc. Requires the ability to prepare correspondence, forms, reports, using proper format. Requires the ability to speak to people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions, policies and procedures furnished in oral, written, diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English and government terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract totals; to perform pre-algebraic calculations, to multiply and divide; to determine percentages and decimals.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment or tools of the position.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, etc. Must have minimal levels of eye/hand/foot coordination.

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Color Discrimination: Does not require the ability to differentiate between colors and shapes of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Notary public certification preferred.

Considerable knowledge of benefits offered by the school system, specifically in the area of assignment.

Basic knowledge of the interaction between local, federal, and state agencies relative to benefits transfer or coordination at retirement.

Considerable knowledge of the process and procedures required to apply for and modify various benefits and the impact on other departments.

Considerable knowledge of the insurance claims process – technical knowledge.

General knowledge of the principles of organization and administration.

Considerable knowledge of state and local policies and procedures as applicable to benefits administration.

Ability to anticipate issues to address in a proactive manner.

Ability to explain complex issues to employees.

Ability to have difficult conversations and to deal with employees and family members in grief.

Ability to perform basic accounting to determine premiums, escrow, past due balances, over-payments, etc.

Ability to reconcile various reports, e.g. payroll and healthcare/flexible benefits systems.

Ability to produce letters, spreadsheets, presentations, and user-defined/custom reports.

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Ability to present material to individuals and groups of people.

Ability to meet a variety of deadlines, work under time pressure and manage workload in a multitask environment.

Ability to adjust priorities, redirect attention and focus depending on the fluid priorities of the department.

Ability to maintain organized, complete and accurate records and complex files.

Ability to type accurately at a moderate rate.

Ability to use common spreadsheet, word processing and file maintenance programs.

Ability to follow both oral and written instructions.

Willingness to share knowledge to strengthen department as a whole and others as individuals.

Ability to work alone; focused to complete assigned duties on a daily basis.

Ability to cross-train and assist within the department.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.