

## **EMPLOYEE BENEFITS CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** This is clerical work of a moderately complex nature which requires good knowledge of the laws, rules and regulations pertaining to health and dental insurance and related benefits programs. The work requires overseeing and coordinating various aspects of employee benefits and ensuring that employees receive the necessary information and support related to their benefit packages. The work is performed under the general supervision of a higher-level administrator with considerable latitude for independent judgment and work guidance (e.g., lead work) may be given to lower level-clerical employees. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides information and addresses issues for employees regarding all aspects of the health and dental programs, life insurance, retirement benefits, etc.;

Verifies employee's insurance eligibility to enroll for coverage under major medical or other insurance carriers as required;

Processes enrollments for health, dental and other employee benefit programs;

Acts as a liaison with insurance companies to resolve any issues or discrepancies related to billing and coverage;

Invoices and bills retirees and COBRA employees;

Calculates and processes reimbursement of Medicare payments to eligible individuals;

Accurately inputs and updates employee benefit information in HR systems and databases;

Ensures the department remains in compliance with relevant regulations and reporting requirements related to employee benefits;

Handles questions from employees, providing information about benefit options and addressing inquiries related to their benefits;

Maintains accurate records of employee benefit plans, changes and updates;

May complete employment verification and wage information requests from Department of Labor regarding unemployment insurance claims, and from agencies such as Social Services, banks, credit institutions, etc.;

May assist employees navigate the claims process for health and other insurance benefits, including submitting and tracking claims to ensure timely reimbursement;

May process Workers' Compensation reports and complete requests for wage reimbursement and wage information;

May prepare and process quarterly reports to New York State Department of Labor regarding total number of employees and salaries paid.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of arithmetic and the English language; good knowledge of office terminology, procedures and equipment; good knowledge of basic principles of employee benefits and compliance; ability to understand and interpret laws, rules and regulations pertaining to health and insurance programs; ability to use HRIS software and databases\*; ability to analyze and organize data and prepare records and reports; ability to maintain confidentiality and handle sensitive employee information; ability to establish and maintain cooperative working relationships with others; ability to communicate effectively both orally and in writing.

(over)

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, and four (4) years of office clerical or business experience, at least two (2) years of which required personal interaction with other employees or department/agency clientele as a regular aspect of the job\*\*, and at least one (1) year of which included significant involvement with employee benefits, specifically health insurance, such as processing claims and explaining benefits.

**NOTES:**

1. An Associate's degree in Business Administration, Human Resources or comparable curriculum may be substituted for two (2) years of the required office clerical or business experience.
2. A Bachelor's degree or higher in Business Administration, Human Resources or comparable curriculum may be deemed fully qualifying.

\*To be demonstrated during the probationary period.

\*\*Qualifying personal interaction experience includes but is not limited to such work activities as acting as receptionist, answering the telephone, directing or referring visitors, answering questions concerning the purpose or activities of a unit, discussing the availability of and retrieving information in response to specific requests, dealing with the public, interviewing applicants, claimants or other clientele, sales, market research, direct supervision over and responsibility for the work of others, etc. Strictly social interaction shall not be considered as qualifying.