

## **HUMAN RESOURCES BENEFITS ASSISTANT\***

**DISTINGUISHING FEATURES OF THE CLASS:** This is higher-level technical/paraprofessional personnel and human resources work of a moderately complex nature involving responsibility for performing a variety of personnel and human resources functions, including but not limited to assisting with employee benefits administration, retirement, labor contract provisions, etc. The work is performed under the direction of a higher-level administrator and work guidance (e.g., lead work) may be provided. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides assistance in the day-to-day activities concerning a variety of personnel/human resources related matters and provides information and guidance to others as needed (e.g., employee benefits administration, including enrollments, New York State retirement, labor contract provisions, personnel transactions);

Participates in the completion of a variety of human resources functions, procedures and/or special projects (e.g., employee benefits, compensation reports, audits, etc.);

Processes benefits enrollments, changes and terminations;

Provides eligibility information to employees concerning benefits provided in labor contracts, collects required information, implements changes and updates as needed and processes transactions (e.g., buy out, duplicate health insurance, etc.);

Provides eligibility information to employees, retirees and employee pharmacy administrator concerning prescription drug benefits (e.g., coverage, flexible formulary drug list) and assists with claim issues as related to pharmacy benefits and implements changes and updates as needed;

Assists with the annual open enrollment process, distributes pertinent communication materials to employees and addresses any concerns;

Performs account reconciliations, reimbursement calculations, maintains current eligibility records, verifies amounts, records payments and assures correct billing of employees, where applicable;

Operates and maintains electronic data processing system to process records and reports data including trends and opportunities for cost savings, prepares and presents reports;

Ensures compliance with all relevant policies, procedures and laws (e.g., Affordable Care Act, HIPAA, COBRA, New York State Civil Service Law);

Acts as liaison between third party administrators and vendors regarding benefit plans and benefit offerings;

Assists in the administration of employee training and orientation programs;

Ensures accuracy and confidentiality of benefits data;

Acts as liaison with other County departments, retirees, New York State and local agencies, etc. to exchange information and resolve problems.

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

Good knowledge of professional personnel and human resources principles, practices and administration, particularly as applied to benefits administration; good knowledge of, and ability to understand, interpret and apply laws and rules applicable to personnel and human resources processes and procedures; good knowledge of New York State Civil Service Law\*\*; good knowledge of Rockland County and/or local government structure and organization\*\*; ability to coordinate and complete diversified personnel/human resources related projects, particularly as they apply to employee benefits administration; ability to identify problems and develop solutions; ability to analyze information, prepare and interpret reports; ability to use computer software and applications; ability to communicate effectively, both orally and in writing; ability to understand and interpret written material (e.g., New York State Civil Service Law and rules, manuals and guidelines, etc.);

(over)

ability to provide work guidance to staff; ability to establish and maintain effective working relationships with employees at various levels of government and with the public.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree or higher and three (3) years of work experience (beyond the clerical level) that involved benefit administration, including health insurance benefit administration responsibilities as the major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience).

**NOTE:** Graduation from high school or possession of an equivalency diploma plus additional years of the work experience (beyond the clerical level) that involved benefit administration, including health insurance administration responsibilities as the major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience) may be substituted for the college degree on a year-for-year basis.

\*This reflects a retitling of Personnel and Employee Relations Assistant.

\*\*To be demonstrated during the probationary period.