

RUTHERFORD COUNTY, TENNESSEE CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:	BENEFIT SPECIALIST - ACCOUNTING
FLSA STATUS:	NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform a variety of professional insurance benefits duties such as interpreting and explaining policies and procedures of employee benefits such as Medical, Dental, Vision, Flexible Spending Accounts, Voluntary Insurance, EAP, COBRA, Short/Long Term Disability and other insurance and programs offered to employees, while providing administrative support to the Risk Management Director. This position requires an individual who is capable of exercising good judgement and who possesses insurance skills and the personal disposition and psychological qualities generally required of one who works well with the public and other employees. This position is under the direct supervision of the Risk Management Director.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Balances monthly budget reports to include requesting and maintaining purchase orders and request for proposals.

Receives, pays, and reconciles monthly billing invoices.

Manages billing and assists with the administration of voluntary, long term disability, employer paid life insurance, medical, dental, and vision insurances

Creates spreadsheets by running, compiling, and manipulating data for reports to analyze data as required for billing and troubleshooting.

Analyzes billing transactions and inquiries (e.g., retroactive transactions, billing, payroll), provides assistance and training to peers, and communicates results to member or appropriate staff.

Assists with end of month enrollment counts review and audit of financial data to ensure accuracy.

Assists and/or completes the following for Affordable Care Act (ACA) reporting; submits final files via ACA reporting and tracking module for 1094 transmittal, monitors activity for part-time employees, maintains excel spreadsheet (offers made to eligible employees), compiles data, sends letters to eligible employees tracking over 30 hours or reducing hours, processes 1095C for all employees, compiles monthly historical payroll data for all groups, load in ACA reporting module, assists to manage ACA compliance to IRS rules and regulations

Analyzes and researches to determine if recoupment or ineligible claims need to be collected and contact head of contract for repayment.

Maintains effective relationships with co-workers within the department in creating internal processes relative to benefits coordination, members, and all participating groups by providing timely and accurate response to their inquiries and concerns.

Rutherford County, Tennessee • Benefits Specialist - Accounting

Assists with maintaining and troubleshooting issues within benefits administration system, monitoring file fees to providers, pertaining to connections, enrollments, functionality.

Interprets state and federal laws and regulations and the plan document affecting the administration of benefits to members and agency benefit coordinators and identifies and applies changes regarding government regulations including PPACA, HIPAA and COBRA to ensure compliance with federal and state laws.

Utilizes mainframe and internet applications to research and process enrollments, changes, and terminations, research federal and state laws

Assists with all annual reports: Non-Discrimination test plan compliance, Salary-Payroll number updates, Arrears for Board of Education annual changes/increases, Annual census request, BEP grant data, Wellness data, New hires/Terminations for Board of Education

Communicates accurate and detailed information to members, agency benefits coordinators, other state agencies and vendors in person, by phone, email, or written correspondence regarding eligibility, enrollment, billing and other insurance options

Conducts Quality Assurance audits to ensure quality standards are being met within the policies and procedures of Benefits Administration guidelines.

Asks detailed questions of caller to properly investigate the issue presented; utilizes a variety of resources to verify or research the information and provide the caller with the appropriate response

Analyzes and confirms submitted insurance enrollments to ensure eligibility standards are met; analyzes data matches to identify inconsistencies in keying; notifies service center to update or correct

Communicates issues presented by vendors or members, and attends meetings or training sessions as requested or required

Conducts quarterly and annual audits of benefits to ensure payroll deductions are accurate with benefit statements

Assists with all annual enrollment (pre and post) activities including system preparation, communication development, adding new plans, vendors, rates, connections to benefit system, post annual enrollment reporting, and enrollment cleanup

Assists with dependent verification and special qualifying events for eligibility and accuracy; documents details of calls, inquiries, and transactions regarding eligibility and enrollment applications; maintain electronic and/or hard copy documentation

Updates work processes as required by system, procedural, or policy changes

Coordinates with broker of record/consultant in the open enrollment communication development ensuring that the necessary information is included, sent to benefit eligible employees, and contains all necessary legal notices within the scope of the project and within established timeframes

Manages multiple projects and work activities simultaneously while adhering to performance expectations.

Stays up to date on changing policies, technologies, services and state and federal regulations.

Assists with the education and administration of retirement eligibility and enrollment to include adherence to Medicare rules and regulations by preparing and distributing/submitting annual Medicare Model Notice, Credible Coverage Notice and Medicare Notice questionnaire.

Monitors call volume, answers phones, and greets visitors to assist in providing the most effective customer experience.

ADDITIONAL FUNCTIONS

Adds items to insurance committee agenda

Requests work orders with maintenance

Maintains office supplies and orders as needed

Completes work at assigned workstation determined by supervisor

Works hours as scheduled by the Insurance and Risk Management Director

Serves as the project manager or assistant project manager for any new benefit platforms, vendor implementations or technology implementations within the Risk Management department

MINIMUM QUALIFICATIONS

Bachelor's degree with course work emphasis in Business Administration, Insurance, Finance, or related field; supplemented by one (1) year previous paid, full-time, professional experience in Bookkeeping, Accounting, and/or Finance; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must have advanced computer skills in Word, Excel, and PowerPoint. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes exercising judgment in determining time, place, and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Language Ability: Requires the ability to read and write. Requires ability to write using proper format, punctuation, spelling, and grammar, using all parts of speech.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, traffic hazards, or bright/dim light.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: looking for files, gathering and delivering mail

Surface: carpet/ concrete

Estimated Total Hours: 1 **Maximum Continuous Time:** 1

2. SITTING

Tasks: computer entry, answering phones, paying bills, ordering supplies

Estimated Total Hours: 6.5 **Maximum Continuous Time:** 8

3. LIFTING/CARRYING

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs			X		
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING

Objects: carts (supplies, mail)

Height of hands above floor during push: waist high

5. CLIMBING

Tasks: None

Device: None

Ladders: None

6. BENDING/SQUATTING/KNEELING

Tasks: Filing Drawers, Equipment Set-up

Frequency: Daily

7. REACHING

Tasks: putting away supplies

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Weekly	30 minutes	< 10 lbs
21-36"	Both	Monthly	30 minutes	> 10 lbs

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	95 % of time
Outside	5 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED

General office equipment (personal computer, Telephone, Fax Machine, Printer, Scanner, Copier, etc.), water cooler, mail machine

11. HAND USE

12.	Yes	No	Frequency
Keystrokes	X		All day
Grasp	X		All day
Fine Motor i.e: writing, twisting hands or wrist, etc	X		All day

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Full Legal Name (printed)

Employee's Signature

Date