

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: BENEFIT SPECIALIST -
ADMINISTRATIVE

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 can exercise good judgement and who possesses insurance skills and the personal disposition and psychological qualities generally required of one who works well 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.

Ensures the accuracy of all benefits enrollments in the HRIS to provide vendors with accurate eligibility information.

Assists with new hire orientations.

Assists employees regarding benefits claim issues and plan changes; investigates and resolves issues.

Enrolls employees with carriers and process life status changes.

Assists with open enrollment process.

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.

Prepares and maintains official insurance records.

Participates in annual required HIPAA and fraud training as well as other customer service training and related activities.

Consults with carriers, physicians, attorneys, drug companies, third party administrators, disability companies, consultants, and other benefit vendors as necessary on behalf of the employee.

Builds and maintains employee files.

Reviews and provides recommendations in the standardization and viability of current benefits program.

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

Reconciles and balances all employee benefit monthly billing statements for approval and payment.

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Identifies and applies changes regarding government regulations including PPACA, HIPAA and COBRA to ensure practices are in compliance.

Assists in benefit plan design changes or plan renewals.

Maintains employee census data and prepares benefit information packages for employees and retirees.

Prepares and submits annual benefit surveys as requested.

Conducts research on complex participant benefit issues impacting calculations and formulates resolutions by analyzing fact patterns and applying provisions and best practices.

Adheres to Medicare rules and regulations by preparing and distributing/submitting annual Medicare Model Notice, Creditable Coverage Notice and Medicare Notice questionnaire.

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

Develops and/or maintains internal or external company webpage.

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

Assists with end of month enrollment counts for financials.

Assists and/or completes ACA reporting functions such as: 1094s, 1095Cs and variable hour employee tracking.

Creates spreadsheets to analyze data.

Assists with troubleshooting issues within benefits administration system pertaining to connections, enrollments, and functionality.

Interacts with other members of the Risk Management department in creating internal processes relative to benefits, communicates issues presented by vendors or members, and attends meetings or training sessions as requested or required

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

Conducts Quality Assurance audits to ensure quality standards are being met within the policies and procedures of Benefits Administration guidelines; performs audits of benefits as necessary to ensure payroll deductions are accurate with benefits statements.

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

Interprets state and federal laws and regulations and the plan document affecting the administration of benefits to members and agency benefit coordinators; ensures compliance with federal and state laws and plan documents

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

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

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

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

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

Assist with maintaining benefit system, monitoring file feeds to providers, and interface with vendors

Performs 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

Maintains effective relationships with coworkers, agency benefits coordinators, members, and all participating groups by providing timely and accurate response to their inquiries and concerns

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

Ensures the education and administration of retirement eligibility and enrollment

Assists with the adherence to Medicare rules and regulations by preparing and distributing/submitting annual Medicare Model Notice, Creditable Coverage Notice and Medicare Notice questionnaire

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

Completes work at assigned workstation determined by supervisor

Works hours as scheduled by the Insurance and Risk Management Director

ADDITIONAL FUNCTIONS

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

Works in a fast paced, multi-dimensional environment while meeting stated objectives and timelines while remaining approachable, engaged, and focused.

Possesses the knowledge and skill to work with the latest technology in Benefits Management, with training in using, planning and organization software such as Microsoft applications.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High School diploma or equivalent; supplemented by six (6) years previous paid, full-time, professional experience in benefits administration; or any equivalent combination of education, training, and experience which provides the

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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 and descriptive 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 evaluation of information against measurable or verifiable criteria.

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 visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: looking for files, gathering and delivering mail, office errands

Surface: carpet, concrete, asphalt, tile, wood flooring, gravel, laminate flooring

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:** 7.5

3. LIFTING/CARRYING

Weight	Hourly	Daily	Weekly	Monthly	Never
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<10 lbs	X	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), boxes, supplies, doors
Height of hands above floor during push: waist high

5. CLIMBING

Tasks: going to other departments, entering building
Device: steps, step ladder
Frequency: daily

6. BENDING/SQUATTING/KNEELING

Tasks: filing, copying
Frequency: daily

7. REACHING

Tasks: putting away supplies, filing
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

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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

Type of Use	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