BENEFITS CLERK

NATURE OF WORK

This is responsible clerical work involving the administration of health, dental, vision, life and civilian pension plans.

Work involves responsibility providing assistance to City and County employees in the area of group benefit plans. Work also involves maintaining and entering data pertaining to insurance and pension information. Supervision is received from an administrative superior with work being reviewed in the form of accuracy, effectiveness and results achieved.

EXAMPLES OF WORK PERFORMED

Maintains the COBRA and Retiree system; enters participant data into computer system.

Assists COBRA participants and retirees with enrollments and questions about health, dental, vision or claim issues.

Researches and answers inquiries by phone and by mail concerning current and past employees.

Processes applications for health, dental, life insurance coverage; explains coverages available and answers questions regarding policies; assists employees with claims.

Processes forms for pension plan in order that employees may properly enroll in or withdraw from the plan; explains available options to retiring employees.

Discusses benefits and processes claims regarding the Post Employment Health Plan.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of modern office methods, practices, and equipment, including typing and filing.

Knowledge of modern public personnel practices and procedures.

Knowledge of personnel codes, rules, ordinances, regulations, established policies, and current labor contract provisions.

Knowledge of health, dental, and life insurance policies, and defined contribution pension plans.

Knowledge of an on-line data entry computer system as it relates to personnel functions.

Ability to use independent judgment and discretion in making decisions in accordance with personnel codes, rules, regulations, and established policies, and labor contracts.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with co-workers and the general public.

Skill in the operation of office equipment and machines including a personal computer.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by courses in business practices with experience in personnel work, preferably for a governmental subdivision, plus experience in the clerical areas such as typing and filing.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent including or supplemented by courses in business practices and some experience in general typing and clerical work; or any equivalent combination of training and experience which provides the desirable knowledge. abilities, and skills.

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