



## **BENEFITS PROGRAM SPECIALIST**

### **GENERAL RESPONSIBILITIES**

Manage the daily operations of the Benefits Office and the city and school benefits plans including coordination, eligibility, billing and the administration of the health insurance, dental insurance, flexible benefits plan, group legal plan, employee assistance program (schools), childcare and eldercare program, Vision Plan and Prevention and Wellness Program.

### **ESSENTIAL TASKS**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Type general correspondence, memorandum, reports, schedules, contracts, purchase orders and other materials from rough draft, copy, marginal notes or verbal instruction.
- Serve as a receptionist; answer telephone, provide information, take and dispatch messages.
- Interview visitors and refer to proper authority for disposition.
- Respond to inquiries about programs, qualifications, test requirements, procedures and policies.
- Maintain appointment calendar, schedule appointments and meetings.
- Check and review a variety of data for accuracy, completeness, and conformance to established standards and procedures.
- Collect and prepare data for records and reports.
- Perform minor accounting type functions.
- Maintain computerized records and generate appropriate reports.
- Process work orders.
- Make arithmetical calculations; requisition supplies and materials for department.
- Process personnel forms and payroll records.
- Receive, sort and process mail.
- Process vandalism, accident and workers' compensation forms.
- Operate standard office, word processing and data processing equipment.
- Maintain confidential information.
- Perform related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

General knowledge of standard office practices, procedures, equipment and secretarial techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of agency programs and policies; ability to type accurately and at a reasonable rate of speed; ability to make arithmetical calculations; ability to meet the public effectively; ability to operate a variety of office equipment; skill in the use of data and word processing equipment; ability to establish and maintain effective working relationships with others; ability to follow oral and written instructions.



**EDUCATION AND EXPERIENCE**

High School Diploma. Considerable secretarial experience.  
A comparable amount of training and experience may be substituted for the minimum qualifications

**PHYSICAL REQUIREMENTS**

None.  
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks

**SPECIAL REQUIREMENTS**

None.

FLSA status: Exempt	Description: Rev. 9/02
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