



BENEFITS SPECIALIST II

GENERAL RESPONSIBILITIES

Under limited supervision, perform supervisory responsibilities in support of benefits administration for employees and retirees in the areas of customer service, data analysis, technical support, and financial management. Participate in special projects as directed by management.

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.)

Customer Service/ Retirement/PHSA

Provide supervisory customer service support

- Provide customer support for employees, retirees, and PHSA participants.
- Research and resolve eligibility, enrollment, claims and payments with vendors.
- Coordinate execution and distribution of retiree and PHSA notifications.
- Ensure legal compliance of PHSA notices and manage COBRA Solutions account.
- Provide advanced benefit enrollment review (double employees, qualifying events, court orders, grandfathered employees, age catch-up, and summer coverage).
- Coordinate evidence of insurability coverage and claims.
- Prepare and conduct presentations on benefit plan information.
- Plan and coordinate benefit fairs, seminars and registrations.
- Research and resolve HR/Payroll system/plan setup errors in benefits module.
- Develop content for handbooks, newsletters, website, notifications, presentations and education materials.
- Develop written processes and procedures.
- Participate in Request for Proposal (RFP) review/meetings and contract preparation as needed.
- Coordinate conversion of benefits coverage.

Data Analysis/Technical Support/Financial Management

Manage the technical support of the benefits module in HR/Payroll system, perform data transmissions, data analysis and manage plan payments

- Build and test new benefit plans, changes, and upgrades in HR/Payroll system.
- Analyze and resolve system errors in benefits module of HR/Payroll system.
- Coordinate data transmission and payment process with new vendors.
- Extract and transmit electronic data from HR/Payroll system for reporting to vendors.
- Prepare Crystal reports and coordinate completion of technology requests for programming.
- Establish/manage web enrollment.
- Manage data reconciliations and payment to benefit plan vendors (deposits, wires, pull accounts).
- Prepare benefits data reporting.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Advanced knowledge of laws and regulations governing benefits administration and employee benefits plans, including termination, leave, and retirement policies relating to continuation of health benefits. Knowledge of generally accepted accounting principles and the ability to perform mathematical computations with speed and accuracy. Considerable experience resolving claims, eligibility and enrollment issues, and researching and resolving data/coverage discrepancies. Ability to perform technical and administrative work involving program set-up, maintenance, data extraction and analysis, and problem resolution associated with the use of the program. Ability to effectively communicate, both orally and in writing with internal and external contacts at all levels, with ability to make effective presentations before committees, boards, and other groups. Strong computer skills with ability to export and convert data for manipulation and reporting.



EDUCATION AND EXPERIENCE

Bachelors Degree preferred. GBA (General Benefit Administration) or RPA (Retirement Plan Associate) certification preferred (CEBS series). One (1) year of supervisory experience. Four (4) years experience in benefits administration. Experience working with Lawson System or similar HR/Payroll system, Access, and PowerPoint helpful. Proficiency in Microsoft Word, Excel and Outlook required.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle, or feel objects and controls. Physical capabilities to effectively use and operate various office equipment, such as, but not limited to, a personal computer, calculator, copier, and fax machine are necessary. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid Virginia Driver's License

FLSA status: Exempt	Description: 5/17
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