

# Employee Benefits Administrator Tompkins County

**Department:** Human Resources Department

**Classification:** Competitive

**Labor Grade:** Confidential Grade 65

**Approved:** New title as a result of position conversion 08/08/2017

**Revised:** 1/22

**By:** RP, Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree or higher **AND** two years of full-time paid (or the equivalent part-time) experience administering an employee benefits program; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college **AND** four years of full-time paid (or the equivalent part-time) experience administering an employee benefits program; **OR**
- (c) Graduation from a high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time) experience administering an employee benefits program; **OR**
- (d) Any combination of education, training and/or experience equal to or greater than that specified in (a), (b), or (c) above as determined by the Commissioner of Human Resources.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

**NOTES:** Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements. In your application for employment, please specify the number of hours per week performing the benefits coordination function.

## **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for coordinating, administering or performing various phases of public employee benefits administration for a county. An employee in this class is responsible for analyzing, planning, developing, publicizing and administering all health insurance, dental insurance, retirement and other employee benefits programs as appropriate. The Employee Benefits Administrator will perform these duties on behalf of the County (which may include specific duties on behalf of the Tompkins County Public Library and the Greater Tompkins County Municipal Health Insurance Consortium), current employees and retirees who are eligible to participate in health, dental, vision, flexible spending accounts, and health reimbursement accounts. The Employee Benefits Administrator, with assistance from providers, will advise management and employees on best practices for obtaining maximum utilization and benefit from programs with the least cost to the taxpayer and consumer. Once acclimated to the department and work, the employee will work under only the most general direction of the Commissioner of Human Resources and is expected to exercise a high level of autonomy and good independent judgment when carrying out the duties of the position. Internal contacts are with management and staff across departments within the jurisdiction and require professional collaboration to ensure that the benefits programs are compliant and appropriately utilized. External contacts are with professional associates and third-party vendors and involve the development and administration of various benefit programs and services. Supervision of subordinate staff as directed. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Provides excellent customer service while serving as an ombudsman for employees and retirees as they navigate the complexities of the various benefit programs administered by the County's third-party providers;
- Coordinates with a third-party vendor to administer the various health insurance plans for County employees and retirees;
- Performs data entry to the third-party vendor website to maintain subscriber information as related to the various health insurance plans;
- Coordinates and administers the various prescription drug programs on behalf of County employees and retirees;

- Oversee and interact with third-party providers who administer the County's Flexible Spending Accounts (FSAs), Health Reimbursement Accounts (HRAs);
- Performs data entry to add participants and data maintenance to remove participants or deactivate accounts when necessary;
- Performs data entry to the third-party vendor website to maintain accounts;
- Administers the health, dental and vision insurance plans;
- Manages NYS and other retirement programs, the deferred compensation plan, an employee wellness program, a flexible benefit plan, an Employee Assistance Program, and other specific benefits;
- Advises dependents and survivors of continuation rights in benefit areas as necessary;
- Answers benefit questions for management, employees, dependents, survivors, retirees, hospitals, doctors, lawyers or various providers;
- Collaborates with other personnel on changes which may affect monthly bills from health insurance carriers, follows up with carrier and/or provider on enrollment problems;
- Formulates, implements and monitors procedural policies related to health insurance.
- Analyzes health/dental benefit programs and costs/exposure and recommends programs to contain costs and reduce liability;
- May support the County in negotiations by designing and costing out benefit proposals and recommending changes to existing programs;
- Acts as a consultant for a wide variety of benefits related employee-employer problems;
- Maintains records to provide for health insurance premium payments;
- Notifies retirees of changes relative to coverage premiums, etc.;
- Coordinates COBRA program with contract agency when necessary;
- Works with all benefit carriers to monitor costs which effect experience ratings, premiums and/or contract charges, employees' claims and/or payments;
- Completes various periodic reports and forms required by benefit carriers;
- Assists employees with establishing correct service time and wage computation and other technical advice when filing for retirement benefits, explains options when required;
- May Develop and conduct weekly or bi-weekly orientation sessions for all new employees, updating material as necessary to provide technical information relative to benefit areas and negotiated or legally mandated benefits and reviews appropriate policies;
- Develops Wellness programs in consultation with other members of Wellness Committee, assists with communication of such programs;
- Maintains reference materials and updates, relative to benefits areas;
- Schedules and assists providers with informational sessions, enrollment meetings;
- Participates in periodic salary and benefits surveys by selection of sources, analysis of data, preparation of tabulations and recommendation of pay rates;
- Conducts studies and analyzes a variety of reports and makes recommendations to the appropriate management staff.
- May serve on various benefit related committees as directed.

#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of policies, procedures, negotiated provisions and legal requirements in all benefit areas;
- Thorough knowledge of personnel procedures to allow correct interpretation and application of benefit areas of negotiated union contracts;
- Thorough knowledge of laws, rules and regulations pertaining to employee benefit programs;
- Thorough knowledge of office technology, procedures and equipment;
- Good knowledge of principles, practices and techniques of personnel administration;
- Working knowledge of public administration as it applies to local government;
- Working knowledge of English and statistical techniques;
- Ability to communicate effectively and accurately, both orally and in writing;
- Ability to understand, and interpret complex written material, including Federal and State laws, contract language, collective bargaining agreements, etc.;
- Ability to prepare, maintain and follow up on independent correspondence, necessary forms, reports and records as required to enable correct and timely administration of benefit areas;
- Ability to relate well with employees, staff, management, consultants, etc. ;
- Ability to operate a personal computer as required, either with or without reasonable accommodations;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

In respect to the physical demands of this position, there may be considerable visual effort and repetitive hand/finger movements associated with the execution of the tasks delegated with this role. The incumbent must be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. Otherwise, the position requires only minimal physical effort which, for the most part, is performed while seated or standing at a desk, but can include some walking and/or handling light boxes or supplies. The employee's ability to communicate (verbally and in writing) must be such that they are able to understand and carry out complex detailed instructions and/or share information to ensure adequate delivery of services.

The employee often experiences tight deadlines, rush orders and frequent exposure to distressing human situations. As a result, considerable interpersonal skills are needed to advise and guide program participants on the best use of their benefits and/or to plan and coordinate inter-group cooperation when it comes to coordinating with third-party providers.

The employee must possess the knowledge and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. Operation of such machinery requires considerable precision, manual dexterity, knowledge and skill.

There are minimal hazards or risks associated with the performance of this work. The work is performed indoors, in an office setting, in a temperature controlled environment and the incumbent is not generally exposed to disagreeable working conditions.

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