

Employee Benefits/Leaves Assistant Tompkins County

Department: Human Resources Department
Classification: Competitive
Labor Grade: Confidential Grade 58
Approved: Position conversion 01/2018
Revised: 7/21; 6/24
By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Completion of at least 30 credit hours of study at a regionally accredited or New York State registered college or university which must have included at least nine credit hours in business administration, accounting, Human Resources or Employee Benefits; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of full-time paid (or the equivalent part-time) experience in processing insurance claims, maintaining insurance records, or determining eligibility for a benefit program using established criteria; **OR**
- (c) Any combination of training and experience equal to, or greater than, that described in (a) and (b) above.

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

DISTINGUISHING FEATURES OF THE CLASS:

This is a clerical position existing in the Tompkins County Office of Human Resources designed to assist the Employee Benefits Administrator and Employee Leave Administrator in carrying out the details of the County's benefit programs. This position involves responsibility for performing clerical duties in the enrollment and processing of employee health insurance and employee leave related claims. The work is performed under the general supervision of the Employee Benefits Administrator and Employee Leave Administrator in accordance with prescribed rules and regulations. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides outstanding customer service to employees and retirees in assisting them in gaining a better understanding of their eligibility of the various employee benefits extended to them by Tompkins County and third-party providers;
- Performs data entry through third-party vendor websites in an effort to maintain subscriber information;
- Addresses benefit questions for management, employees, dependents, retirees, and survivors, as well as various providers;
- Assists in gathering necessary information for completing and processing payroll status reports, as well as wage and health benefits reports to various agencies;
- Interprets health, vision and dental insurance programs to employees and explains the nature of such programs;
- Determines eligibility of employees and enrolls them in the program;
- Assists employees in filing for medical claims;
- Provides information to health care providers on medical benefits and coverage;
- Maintains health insurance and leave related files;
- Assists with the County's self-insured Workers Compensation plan, 207c, FMLA, Disability leave and other medical and non-medical leave programs and benefits;
- Assists with employee leaves and claims through the entire life-cycle up to and including return to work;
- May provide guidance/assistance to employees in filing for medical leave and claims and with other benefit related matters.

KNOWLEDGE, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of the regulations, eligibility requirements and types of coverage of the health insurance programs;

- Working knowledge of the procedures involved in processing workers compensation claims;
- Ability to follow oral and written directions;
- Ability to maintain accurate records;
- Clerical aptitude, tact and good judgment are required;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

Originally created 01/22/2018

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