

# **Senior Benefits Specialist (GTCMHIC) Tompkins County**

**Department:** Town of Ithaca

**Classification:** Competitive

**Labor Grade:** C

**Approved:** 11/2024

**By:** HB, Deputy Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited or New York State registered two-year college AND two (2) years of full time paid (or the equivalent part-time) experience in employee fringe benefits, or relatable work; OR
2. Graduation from a high school or possession of a high school equivalency diploma AND four (4) years of full-time paid (or the equivalent part-time) experience in employee fringe benefits or relatable work; OR
3. Any combination of training and experience equal to or greater than that specified in (a), and (b) above.

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

This position involves responsibility for performing various health insurance and wellness activities for the Consortium as directed. An employee in this position is designed to work at a higher level of responsibility and may be assigned more complex projects than a Benefits Specialist when assisting the Benefits Manager in the responsibility of analyzing, planning, developing, publicizing, problem solving and administering health insurance and wellness programs for the members of the Consortium. The work requires maintaining a relationship with the member municipalities, medical and prescription benefits providers, and finance staff. The incumbent will assist member management and their employees on best practices for obtaining maximum utilization and benefit from programs with the least cost to the taxpayer and consumer. The employee will work under general direction of the Benefits Manager and is expected to exercise a high level of autonomy and good independent judgment when carrying out the duties of the position. Supervision of subordinate staff is not generally a function of this position but may provide guidance to support staff. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Provides excellent customer service while serving as a liaison for members as they navigate the complexities of the various benefit programs administered by the Consortium;
- May perform data entry to the third-party vendor website to maintain subscriber information as related to the various health insurance plans for member municipalities;
- Performs data entry to add participants and data maintenance to remove participants or deactivate accounts for member municipalities during new member orientation, open enrollment and whenever necessary as directed;
- May act as a Staff Liaison to committees, especially Joint Committee on Plan Structure and Design
- Assists with the appeal process of the health insurance plans;
- Assists with the utilization review process with TPA's and provides guidance on plan modifications;
- Assists with the claims audit process with TPA's and all follow up with Audit Committee;
- Answers benefit questions for member management, employees, dependents, survivors, retirees, hospitals, doctors, lawyers or various providers;
- May support new member municipality marketing by coordinating new member marketing meetings and the creation of supporting material, as directed;
- May assist with claim filing or research when questions arise on payments, changes, benefits program provisions, etc.;
- May assist with providing information on Summary Plan Descriptions and COBRA when necessary;
- Act as Newsletter Editor to assist with the development of the Newsletter and assist with any social media;
- Completes various periodic reports and forms as requested;

- Assist with Wellness programs in consultation with others and assists with communication of such programs;
- Maintains reference materials and updates, relative to benefits areas;
- Assists providers with informational sessions, enrollment meetings as requested;
- Performs follow-up with employees, medical providers and carriers, including filing supplemental forms to assure that employees receive timely and correct benefits and reimbursement for out-of-pocket expense;
- May conduct studies and analyzes a variety of reports and makes recommendations to the appropriate management staff;
- Researches and summarizes reports for the Benefits Manager;
- Participates in meetings concerning insurance plans which have an impact on consortium finances;
- Assists with the assembly of all documents in connection with Consortium meetings;
- Assists with compliance with records retention program;
- Works with other consortium staff and consultants in development and implementation of programs requiring collaboration and cooperation;
- Follows and ensures compliance with safety rules and general work regulations and policies;
- May be responsible for local or regional travel;
- Perform other duties as required.

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

- Working knowledge of policies, procedures, negotiated provisions and legal requirements in all benefit areas;
- Working knowledge of laws, rules and regulations pertaining to employee benefit programs;
- Working knowledge of personnel procedures to allow correct interpretation and application of benefit areas of negotiated union contracts;
- Working knowledge of office technology, procedures and equipment;
- Working knowledge of Microsoft office product at an intermediate level.
- Working knowledge of English and statistical techniques;
- Good knowledge of principles, practices and techniques of personnel administration;
- 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 a variety of municipal representatives, employees, staff, management, providers, 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.

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