

**TOMPKINS COUNTY CIVIL SERVICE  
VACANCY  
Inclusion Through Diversity**

**OPEN TO THE PUBLIC**

Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** BENEFITS SPECIALIST (GTCMHIC)

**SALARY:** \$31.25 per hour

**TYPE OF EMPLOYMENT:** full time

**ISSUE DATE:** 01/16/25

**THE FINAL DATE TO FILE APPLICATIONS:** 02/07/25

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 02/08/25

**RESIDENCY:** Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

Position is for Greater Tompkins County Municipal Health Insurance Consortium (Consortium) located at 408 E. Upland Road, Ithaca.

Consortium is a shared services organization which provides member municipalities with health insurance options.

A person in this position should be dedicated to high quality customer service by being compassionate, tenacious at problem solving, enjoy investigating and assisting with benefits administration issues and have a high degree of attention to details. An employee in this position will assist the Benefits Manager in the responsibility for analyzing, planning, developing, publicizing, problem solving and administering health insurance and wellness programs for the 75+ member municipalities of the Consortium.

**MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited or New York State registered two-year college AND one (1) year 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 three (3) 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), (b) and (c) 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 assist the Benefits Manager and Senior Benefits Specialist 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. 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 with prescribed rules and regulations. Supervision of subordinate staff is not a function of this position. 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 assist with committees, especially Joint Committee on Plan Structure and Design
- May assist with the appeal process of the health insurance plans;
- May assist with the utilization review process with TPA's and provides guidance on plan modifications;
- May assist 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;
- Assists with the development of the Newsletter and or may act as Newsletter Editor and assist with 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 assist with 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:**

- General knowledge of policies, procedures, negotiated provisions and legal requirements in all benefit areas;
- General knowledge of laws, rules and regulations pertaining to employee benefit programs;
- General 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 products 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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## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850