



Job Description

TITLE: Benefits Specialist	JOB CODE: 3357
DEPARTMENT: Human Resources	FLSA: Non-Exempt
PREPARED: January 2020	FLSA CLASS: Professional
UPDATED: April 11, 2022	WORK LOCATION: Aztec, NM
	REMOTE WORK ELIGIBLE: YES

Summary: Under general supervision, administers employee basic and supplemental benefit programs. This position involves extensive communication and interaction with employees and third-party contacts. The Benefits Specialist will assist employees with all functions of their benefit programs and in completing forms. Ensure programs and providers are updated with information changes submitted and verify documents are provided to necessary entities. Act as a liaison for employees with the third-party administrator or other provider to facilitate the processing of claims. Conducts new hire orientation and assists in training employees through specialized training courses or annual open enrollment meetings. This individual must have excellent customer service skills, exceptional attention to detail, and keep tabs on several tasks going on at once to be successful in this position.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Responsible for successful administration of all benefit programs; provide guidance to employees.
- Conduct effective and interactive new hire orientation as necessary. Responsible for approval of employee benefit selections made and collecting all required documentation. Ensure elections are posted to third-party administrator and any other applicable entities website.
- Ensure PERA forms are completed correctly, have required attachments, and are mailed in a timely manner.
- Process life event change requests, verify documents, and calculate premium for changes; ensure all information is updated in Munis and any other pertinent website location.
- Responsible for maintaining the County's data management system with any employee changes and the upkeep of electronic and physical employee medical records and files. Assist with personnel filing as scheduled.
- Assist Benefits Manager with annual open enrollment for the Premium Only Plan, Section 125 program and in analyzing, reviewing, creating, providing, and submitting Patient Protection Affordable Care Act Forms (1095 B/C) annually.
- Responsible for reconciliation of various invoices, purchases, and/or pay requests; weekly and monthly and upkeep of monthly benefit funding tracker. Accept and forward to finance any benefit premium received from employees on leave. Work with supplemental benefit vendors to ensure enrollment records are up-to-date and maintain changes as necessary; submit appropriate personnel action change request.
- Complete final benefit calculations and create required personnel action for employees leaving the County; accurately update any sub-program to ensure information is up to date and accurate; send final correspondence to former employee.
- Maintain the confidentiality of employee information by adhering to HIPAA and other federal law requirements.
- Administer the short-term disability program, Family Medical Leave Act, and the donated leave programs; ensure compliance with federal and state laws as necessary. Monitor the use of unpaid leave; calculate any employer portion of medical premium owed; communicate with payroll, the employee, and the department to distribute leave without pay letters.

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- Cross train with all positions in the Human Resources Department and may be required to perform the duties of those positions; serve as a backup to HRIS Specialist in their absence or as needed, primarily creating Personnel Action forms.
- Assist Deputy HR Officer by maintaining the ADCs biweekly illness/injury report; send update to department lieutenants and Deputy HR Officer.
- Assist with hosting the annual retirement seminar.
- Plan the annual wellness fair.
- Ensure Munis Self Service and E-Connect (share point) are up to date.
- Process requests for refund for Education Assistance and Fitness Activities reimbursement programs.
- Ensure compliance with WCAG 2.0 AA and other guidelines determined by the ADA Web Coordinator when making changes to any webpage.
- Perform other job-related duties as assigned.

Required Knowledge and Skills:

- Knowledge of benefit and administrative procedures, methods, and practices; customer service practices and techniques; County and department policies and procedures; and basic Generally Accepted Accounting Principles.
- Skill in maintaining and updating accurate and confidential employee records; organizing and prioritizing multiple tasks and meeting continual deadlines; preparing clear, concise, and grammatically correct reports and communicating effectively; collecting and analyzing financial information; explaining benefit policies and procedures to employees; establishing and maintaining effective working relationships; and the use of a personal computer and standard business software
- Skillful understanding of Microsoft Excel.

Education and Experience

- Associates Degree in business, accounting, or related field; or certification of CEBS, PHR, or SPHR in current standing with three (3) years of relevant work experience with benefit plan administration; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Must be bondable to be a Notary Public.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as retrieving files, records, and reports.
- May be required to flex work schedule during open enrollment and/or wellness fair.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

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Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____