

COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: BENEFITS ANALYST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide technical and administrative support to the County's employee benefit programs. Work involves serving as liaison between the County, its employees and the various benefit providers; assisting employees with benefit questions and procedures; and performing administrative duties such as enrolling employees in benefit programs, updating enrollment choices and benefit status, processing benefit related transactions for terminated employees, and preparing and processing related financial paperwork for benefit programs administration.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Enrolls employees in benefit programs. Provides information to employees regarding benefits programs including information on program options, eligibility, plan provisions and limitations, employee responsibilities, premium costs, etc. Enrolls employees in the benefit programs; modifies and/or updates enrollment information as needed to reflect changes in employment status, available options, employee choices, and family status including new, terminated and retired employees, additions/deletions of dependents; etc. Conducts open enrolment meetings annually.

Meets with employees as needed to discuss benefit programs and related issues; provides employees with information and assists with resolving questions, concerns and/or complaints pertaining to benefit programs and procedures.

Prepares and/or processes financial documents pertaining to the benefits administration. Prepares and processes invoices to all participating agencies for applicable benefit programs (health, life, Employee Assistance programs, etc.). Balances group health and life insurance accounts for agencies; deposits flex checks; collects and balances all COBRA and Retiree checks received; records all health refund checks; and requests stop payments for benefit accounts as needed. Submits agencies' benefit payments and ensures each account record is updated and maintained.

Establishes, updates and maintains automated records and databases pertaining to benefits administration. Enters information pertaining to each employee's identification, employment status, benefit enrollment choices and related payroll deductions into a program database; and updates information based upon changes to employment status, selected program options, family status, etc. Prepares spreadsheets to assist with tracking and benefits data. Assists with the benefits section of the department web site as needed.

Maintains effective working relationships with representatives from the benefit provider companies; identifies performance problems as necessary.

Operates a personal computer, telephones, copiers and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

Performs general clerical work in support of assigned duties, including answering telephones, assisting customers, copying and filing documents, etc.

Performs other related duties as required.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS

Associate's degree with course work emphasis in business or a related field; supplemented by two years of experience in employee benefits administration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Leadership:

Customer Service:

Financial Accountability:

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Collier County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.