

## **BENEFITS SPECIALIST (BOCES)**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in this class perform varied administrative and specialized tasks in support of the day-to-day administration of the Broome-Tioga BOCES employee benefit programs, and serves as a principal source of information to employees and retirees with various benefit related issues, concerns or requests for service in accordance with established policies and regulations, while maintaining a very high degree of confidentiality. Work is performed under the general supervision of the Director of Human Resources with leeway allowed for the exercise of independent judgment. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Processes benefit changes including but not limited to enrollments, terminations and reinstatements, for District employees, retirees and eligible dependents;

Interprets, coordinates, and implements the rules and regulations of COBRA, FMLA, ACA and other benefits as mandated by state and federal law;

Corresponds with employees, retirees and insurance companies through verbal and written communication;

Conducts weekly new employee orientation to explain and enroll employees in health, dental and retirement benefit options offered per the employee contract;

Interprets and implements the rules and regulations for applications to and enrollment in benefit programs such as the New York State Retirement System, COBRA and FMLA;

Responds to verbal and written inquiries from employees, retirees, providers, and plan administrators on eligibility criteria, benefit provisions, and claims handling and procedures;

Conducts exit interviews with retirees to review and explain retiree coverage, especially as it pertains to Medicare eligible employees;

Interprets and complies with various union agreements as they pertain to the benefit programs;

Reviews and maintains data to ensure that employee benefit deductions are accurate and adjusted accordingly through payroll;

Reviews district benefit associated bills for discrepancies and to ensure proper payment;

Works directly with the New York State Teachers Retirement & Employees Retirement system handling all paperwork for

retiring employees as well as providing the necessary documentation to the retirement system on employee earnings, vacation pay, and other benefits paid to aid in the final calculation of monthly pension benefits;

Prepares and disseminates updates for management and employees on local contract amendments, as well as state and federal changes that impact employee benefits;

Assists and oversees the process of employees applying for sick bank time, including coordinating the required meeting with the employee's union representative and the Director of Human Resources;

Conducts the meeting of all parties presenting necessary information needed in determining a clear group decision to grant or deny sick bank time;

Has responsibility for maintaining all records as they pertain to paid and unpaid leaves of absences;

Prepares the board agenda of paid and unpaid leave of absences and maintains all FMLA records to ensure BOCES compliance with all pertinent laws;

Interprets and implements the laws, rules, regulations and policies of the District Workers Compensation policy;

Updates the Director of Human Resources computer system with annual deduction global change amounts and modifies individual benefit information as changes occur;

May assist the Director of Human Resources in negotiating union contracts as they relate to the cost impact of health benefit changes or proposals.

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

Good knowledge of the rules, regulations and eligibility criteria of the employee benefit programs;

Good knowledge of employee benefits terminology and procedures involved in processing benefit claims;

Good knowledge of the various federal, state, and local laws and mandates as they pertain to the employee benefit programs;

Good knowledge of health insurance rates, types of coverage, deductions, credits, benefit limits, and billing procedures;

Good knowledge of the methods and procedures used in record maintenance and the processing of benefit transactions;

Good customer service skills and the ability to disseminate information and relate well with people in person and over the telephone regarding benefit matters;

Working knowledge of third party and medical provider billing and payment procedures;  
Working knowledge of various computer programs to maintain data necessary for the overall performance of benefit programs;  
Ability to communicate effectively both orally and in writing;  
Ability to establish and maintain effective working relationships;  
Ability to prepare and maintain a variety of reports;  
Ability to interpret written, narrative, and tabular material regarding benefit programs;  
Ability to perform mathematical computations of varying skill levels.

**MINIMUM QUALIFICATIONS:**

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two years of experience in the administration of an employee insurance benefits program; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and four years of experience in the administration of an employee benefits insurance program; OR

C) Graduation from high school or possession of an equivalency diploma and six years of experience in the administration of an employee benefits insurance program; OR

D) An equivalent combination of training and experience as indicated between the limits of A), B), and C) above.