

EMPLOYEE BENEFIT CLERK

DISTINGUISHING FEATURES OF THE CLASS: The position involves specialized clerical work pertaining to health and dental insurance and other employee benefit programs. There is substantial public contact in the carrying out of assignments, responsibility for answering questions and otherwise insuring the accuracy of personnel and health insurance procedures and records. Incumbents work under general supervision with some leeway for the use of independent judgment in carrying out the details of the work. Supervision of others is not usually a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Does initial and on-going education re: health plans; Distributes information concerning health insurance benefits and rates on a timely basis; Processes timely health insurance enrollments, changes, cancellations, etc.; Assists enrollees with claims questions, coordination of benefits issues, questions re: explanation of benefits statements and questions re: charges vs. payments; Administers COBRA Law pertaining to former employees; Provides support on regulatory issues involving benefit plans to insure compliance; Verifies bills based on enrollment; Invoices and bills retirees and COBRA enrollees; Maintains files on active and non-active enrollees; Collects premiums from non-active enrollees; Conducts open enrollment days as directed; Acts as liaison between employees and carriers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the New York State Health Insurance Program; Good knowledge of procedures used in processing health and dental insurance claims and the types of forms utilized; Good knowledge of other employee benefits; Good knowledge of business arithmetic and English; Ability to comprehend written instructions of moderate complexity; Ability to communicate effectively both orally and in writing; Tact; Courtesy; Accuracy; Resourcefulness; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two years clerical experience one of which must have involved personnel transactions dealing with insurance benefits, payrolls or other personnel records.

Adopted 7/29/98

Reviewed 6/9/04