

PROGRAM ADMINISTRATOR (BENEFITS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the administration of the Health Insurance Plan and Worker's Compensation Program for Westchester County, Westchester Community College or Westchester Medical Center. A considerable amount of independent judgment is exercised in implementing program guidelines and ensuring that unit operations comply with all Federal and State rules and regulations as they pertain to health insurance and worker's compensation plans. Supervision is exercised over a small number of subordinate program and clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Prepares guidelines and plans for implementing departmental, carrier and mandated requirements relating to assigned benefit programs;

Provides explanation of benefit programs to employees as well as departmental representatives for the purpose of facilitating administration of these programs;

Administers various employment benefit programs and civil service procedures related to FMLA (Family Medical Leave Act) and Section 71 and 72 of the New York State Civil Service Law;

Evaluates procedural requirements and their effectiveness for the administration of benefits programs;

Represents superiors in consulting with vendors, active and retired employees, and others; both in writing and in person, to ensure effective program operation and troubleshooting

Schedules work assignments for subordinate clerical support personnel, ensures tasks are completed and provides instruction in program procedures;

Ensures proper enrollment of employees, based upon eligibility guidelines, termination and changes as required;

Responds to employee complaints or problems that cannot be resolved by subordinates;

Contacts, both verbally and in writing, insurance carriers, employees and eligible former employees to ensure implementation of and compliance with program requirements as well as unusual problems;

Analyzes and interprets new or revised requirements or programs for the purpose of determining their impact upon existing administrative and procedural activities;

Provides necessary data concerning enrollments, terminations, leave without pay status, Medicare reimbursement eligibles;

Supervises the maintenance of automated and manual human resources records; verifies proper enrollment of employees into respective benefits plans;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Gathers and compiles data to prepare mandated and departmental reports;

Supervises direct payment accounts for family retirees, vested retirees and leave without pay employees;

Administers the Worker's Compensation Program;

Implements County or Medical Center policies regarding the administration, reporting evaluation and prevention of employee injury;

Assists departments/divisions and outside consultants in the investigation of injury claims;

Coordinates with the Office of Risk Management and outside consultants regarding the development of a Comprehensive Program of Loss Prevention;

Analyzes compiles and interprets various data to provide management staff with information regarding trends in Worker's Compensation cases;

Conducts site visits of all county property, performs inspections and makes specific recommendations for the correction of safety hazards;

Provides assistance to departments/divisions in the administration of General Municipal Law No. 207-C;

Coordinates with the Office of Risk Management in the reporting and investigation of general liability, automobile and medical malpractice claims;

Attends Workers' Compensation and 207-C hearings and provides information to New York State Workers' Compensation Board as required;

Assists in the review and processing of Workers' Compensation Claims.

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of plans for Unemployment Insurance, Health Insurance, various dental insurance plans and the public safety life insurance plan including benefit limits, eligibility criteria, administrative, and procedural requirements; thorough knowledge of other State and Local rules, regulations, agreements and procedures that effect the

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.)

assigned benefit programs; good knowledge of basic medical and insurance industry terminology; knowledge of third party and medical provider billing and payment procedures; knowledge of Medicare procedures and benefits; ability to evaluate and analyze potential program problem areas and to formulate and recommend workable solutions; ability to prepare detailed and coherent written reports and procedures; ability to gather and organize pertinent data and to draw appropriate conclusions; ability to establish and maintain effective working relationships; ability to deal effectively with employees; ability to instruct subordinates and departmental representatives in program procedures; ability to supervise, plan and coordinate the work of subordinates and ensure completion of assigned tasks; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact; judgment; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and eight years of experience where the primary function of the position was in employee benefits, five years of which were at an administrative/supervisory level, three of which included staff or administrative experience with health plans.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to 3 years of the general experience in employee benefits.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized and accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.