

PROGRAM ADMINISTRATOR (EMPLOYEE BENEFITS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, this class is responsible for assisting department employees in understanding the benefits provided by the County including but not limited to health, dental, retirement, time and leave, worker's compensation, deferred compensation and flex benefits. Additionally, an incumbent of this class assists employees in enrolling and processing claims. Extensive and substantive contacts occur with key Finance Department and Personnel Office program managers regarding benefit policies and procedures. Interaction may also occur with third party administrators and State of New York officials regarding specific employee claims or eligibility. Supervision is not normally a responsibility of this class although technical advice and assistance is provided regarding an array of employee benefit programs. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides explanations of benefit programs to employees and department management staff including benefit levels, eligibility and claims filing;

Processes benefit change requests for employees based upon eligibility guidelines;

Intercedes with benefit plan administrators on behalf of departmental employees;

Analyzes and interprets new and revised benefit requirements to determine their impact upon employees and administrative processes;

Facilitates employee contact with New York State Employees' Retirement System and Social Security Administration;

Responds to the Finance Department and outside consultants in the investigation of job injury claims.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of plans for health insurance, dental insurance, unemployment insurance and worker's compensation offered by the County of Westchester including benefit limits; eligibility criteria; administrative, and procedural requirements; thorough knowledge of other State and County rules, regulations, agreements and procedures that effect the 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 County 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; 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 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 credits* may be substituted on a year for year basis for up to 3 years of the general experience in employee benefits.

*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.

