

PROGRAM SPECIALIST (BENEFITS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class assists in the coordination and administration of a variety of employee benefit programs including health, dental, and vision care. This position is also responsible for assisting in the administration of unemployment and workers compensation insurance, using a variety of database management systems to enroll employees, enter payroll deductions, and post and receive payments to and from retirees, etc., and establishing and maintaining extensive and substantive contact with insurance carriers and worker's compensation company representatives. Other duties involve assisting in the implementation and administration of changing laws and regulations relating to health care and benefits, and serving as a point of contact for individual employees and/or departmental administrators to resolve customer issues relating to their benefits. Technical advice and assistance is provided as needed. Supervision may be exercised over clerical and staff support personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in the coordination and administration of the County's Benefits plan, including the administration of worker's compensation claims;

Explains the various benefit packages offered by the County to employees as well as departmental representatives to assist employees in making important choices relating to their benefits and health care;

Uses a variety of database management systems, including both County systems and the proprietary systems of third party providers;

Serves in a lead capacity over subordinate support personnel, ensures tasks are completed and provides instruction in program procedures; may provide supervision on various assignments, as needed;

Verifies proper enrollment of employees, based upon eligibility guidelines, terminations and changes as required;

Assists in the implementation of changes to federal and state laws, rules and regulations regarding benefits and health care, and the administration of same;

Responds to employee complaints or problems; handles more complex inquiries as referred by subordinate staff;

Contacts insurance carriers, employees and eligible former employees, both in writing and by telephone, to ensure implementation of and compliance with program requirements, and to handle unusual problems,;

Analyzes and interprets new or revised requirements or programs to determine their impact upon existing administrative and procedural activities;

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

Conducts the annual change of health benefit option open enrollment campaign and ensures all appropriate changes in enrollment status are recorded and processed accurately;

Provides necessary reporting data concerning enrollments, terminations, leaves without pay, and Medicare reimbursement claims;

Gathers and compiles data for and prepares necessary reports; prepares initial analyses of findings, as requested;

Directs direct payment accounts for survivors, vested retirees and leave without pay employees;

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

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of health, dental, and vision insurance programs offered by Westchester County; good knowledge of unemployment benefits and workers compensation benefits offered by Westchester County including benefit limits, eligibility criteria, administrative and procedural requirements; good knowledge of State and County rules, regulations, agreements and procedures that effect 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 communicate effectively both orally and in writing; ability to gather and organize pertinent data and to draw appropriate conclusions; ability to establish and maintain effective working relationships; ability to instruct subordinates and departmental representatives in program procedures; ability to plan the work of subordinates and insure completion of assigned tasks; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; tact; good judgment; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either: (a) seven years of experience in employee benefits, Finance or Human Resources, which included or was supplemented by one year of experience assisting in the administration of health insurance plans; or (b) seven years of experience in government operations, which included or was supplemented by one year of experience which must have involved assisting in the development and implementation of service delivery or operational systems for employee benefits, Human Resources and/or Finance.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Bachelor's Degree* may be substituted on a year for year basis for up to four years of the above stated experience.

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