

## STAFF ASSISTANT (BENEFITS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Benefits unit of the Department of Finance, performs moderately complex administrative support, financial record keeping and auditing functions. Work involves responsibility for enrolling/terminating employees in the various health plans the department administers, including logging workers compensation claims and issuing case numbers, maintaining benefits records and files of more complex transactions including health insurance payment and billing transactions from employees and retirees, and Medicare certification and reimbursement coding, or on other matters relating to benefit inquiries or concerns. Supervision may be exercised over clerical personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Gathers and records information from enrollees and departmental personnel to maintain and update the Westchester County benefit enrollment and eligibility data base;

Consults with the employees of dependent spouses to verify coordination of benefit information;

Responds, verbally and/or in writing to benefit inquiries, resolves problems by researching and evaluating information, and routes more complex issues to unit supervisor for assistance or resolution;

Conducts the annual change-of-health benefit option open enrollment process to ensure that all appropriate changes in enrollee status are recorded and processed accurately;

Conducts studies on various benefits administration issues to aid in the evaluation of existing policies and procedures, recommends and implements changes as directed;

May supervise unit activities at the direction or in the absence of supervisor

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the fundamentals of benefits administration; knowledge of basic bookkeeping and general record keeping practices and procedures; ability to use automated office systems; ability to prepare studies and reports; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with claims payers, the general public and employees; ability to maintain absolute confidentiality; integrity; resourcefulness; 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 tasks of the position; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a High school or equivalency diploma and either: (a) five years of administrative support experience in employee benefits; or (b) five years of experience in governmental operations, two years of which must have involved the development and implementation of service delivery or operational systems for Human Resources, Finance and/or employee benefits.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year-for-year basis for up to four years of the above 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 Education Department as a post-secondary, degree-granting institution.