

HUMAN RESOURCES BENEFITS ASSISTANT

FUNCTION OF THE JOB

Under supervision, to perform para-professional work in the areas of new employee orientation, administering employee and retiree benefits, recruitment, financial management, and human resources information systems; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Coordinates recruitment efforts for various entry level, temporary, and seasonal positions; interprets training and experience requirements; and interviews and screens applicants.
2. Conducts weekly benefit orientation for newly hired employees; explains benefits and policies; initiates required enrollment processes and ensures receipt of paperwork; reviews orientation materials and updates for clarity and benefit or policy changes.
3. Coordinates benefit enrollment and change activities including review and verification of enrollment forms; input of information into the human resources information system.
4. Participates in the development of annual benefit open enrollment materials, coordination of distribution, presentation at employee and retiree meetings, answering questions, and processing of open enrollment changes.
5. Reviews lookback reports for Affordable Care Act (ACA) or Wisconsin Retirement (pension) System to make ACA offer of health coverage to employee or enrollment into pension plan; sends notification and paperwork to employee and supervisor for enrollment.
6. Meets with employees planning retirement or separation of employment; provides information on overall separation benefits, costs, timelines, billing, and enrollment process; maintains and updates retirement guidebook highlighting retirement benefits; conducts retirement guidebook presentations for employees.
7. Processes retiree and COBRA enrollment for post-employment benefits; manages provider maintenance system for internal tracking of post-employment benefits; collects payments for retiree life insurance and ACA health insurance.
8. Provides benefit administration assistance to employees and retirees by answering questions, explaining procedures, providing information, and acting as a liaison for resolution of problems or questions regarding claims, billing, insurance coverage, membership or beneficiary changes, or other benefit related issues.
9. Audits insurance and benefit census or enrollment information; monitors all insurance changes, additions, and deletions; reconciles insurance invoices and payments; and makes necessary corrections.
10. Processes employee or dependent information with third-party COBRA administrator so that general notice of COBRA and COBRA election notices communications are received timely.
11. Coordinates and plans employee events including development and distribution of promotional materials; schedules and coordinates work of volunteers and staff for wellness events.
12. Prepares and maintains detailed reports, forms, documents, spreadsheets, and computer files.
13. Receives, records and processes payments and receipts in accordance with established processes and procedures and prepares related reports; performs basic accounting tasks and transactions; maintains account records which may include expenditures, revenue, or budget information; prepares routine journal entries division accounts; performs p-card transactions; assists with preparation and monitoring of division and non-departmental budgets for health and wellness.
14. Invoices employees during unpaid leaves of absence for insurance premiums owed; reconciles payments received; recoups arrears billing upon return or work; refers outstanding debts to collections division as needed.
15. Acts as back up for division timekeeping and payroll clerk duties.
16. Establishes and maintains effective working relationships with employees, departments, co-workers, vendors, insurance representatives, and the general public.
17. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of business correspondence forms, business English, spelling, and basic arithmetic.
2. Considerable knowledge of human resources, human resources information systems, and benefit administration systems.
3. Considerable knowledge of computerized department program software, internet access, and database, spreadsheet, and word processing programs.
4. Considerable knowledge of the policies, procedures, and practices regarding human resources management, especially recruitment, selection, and benefit administration.
5. Considerable knowledge of departmental programs, operations, and policy with respect to functions performed.
6. Working knowledge of billing and insurance payment processes and practices.
7. Working knowledge of interviewing techniques and practices, and the requirements of related employment laws and regulations.
8. Ability to plan, organize, and effectively carry out a variety of assignments.
9. Ability to plan and coordinate projects.
10. Ability to interpret rules, regulations, and county policy and make appropriate decisions.
11. Ability to maintain accurate and detailed records and prepare complex reports and documents.
12. Ability to communicate effectively both verbally and in writing, and to present to individuals and groups of people.
13. Ability to establish and maintain effective working relationships with employees, departments, co-workers, vendors, insurance representatives, and the general public.
14. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
15. Ability to research and analyze information; organize data; evaluate alternatives; and make appropriate recommendations or solutions.
16. Ability to analyze and resolve problems.
17. Ability to create and maintain complex formulas and spreadsheets.
18. Ability to effectively organize and prioritize work.
19. Ability to exhibit critical thinking skills.
20. Ability to use computerized department program software, internet access, and word processing, database, and spreadsheet programs.

Training and Experience

1. Graduation from high school or GED equivalent.
2. Three (3) years of progressively responsible work experience in a human resources office.
3. Recognized post high school education in human resources management, labor or industrial relations, public administration, or a closely related field may be substituted for the work experience requirement on a year for year basis.