



RISK/BENEFITS ASSISTANT

AGENCY/DEPARTMENT:
Citywide Administration/Risk Management

Approved By HR Director: Linda Matthews
Date Approved: 05/25/2005
Date of Last Revision: N/A

Reports to: Risk/Safety Manager
Supervises: N/A

JOB SUMMARY: Under general supervision, provides administration support to one or more risk, safety, and/or employee benefits programs as assigned; and performs other related work as necessary.

DISTINGUISHING CHARACTERISTICS: This class is characterized by its focus on administrative support for liability and employee benefit claims processing activities. It is distinguished from the Risk/Benefits Analyst class by the latter's professional level support to the Risk/Safety Manager in the administration of the City's risk, safety, and/or employee benefit programs.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Provides information regarding standard policy and procedure related to employee benefits and risk management programs.
2. Assists in the administration of the City's employee benefits program, including health, dental, life, vision, flexible spending accounts and disability insurance plans; answers inquiries relating to various City benefits.
3. Processes new hire information; reviews, verifies, prepares, processes, and ensures timely submission of health enrollment forms, medical and dental forms, disability claims, and other related forms and documents.
4. Assists in coordinating the annual open enrollment program and benefits fair.
5. Provides orientation for new employees regarding benefits options and choices.
6. Audit and reconcile third party administrator's data with the City's internal payroll and human resource records.
7. Enters claims data into database and assembles informational packet for submission to the third party administrators.
8. Responds to inquiries and requests for additional data from third party administrators, attorneys, and insurance carriers/adjusters.
9. Prepares correspondence and responds to employees and other claimants in person and over the telephone regarding claim status and related inquiries.
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11. Tracks and verifies leave time; monitors work status and job duty limitations; communicates status to departmental management.
12. Schedules work-related pre-employment medical exams, drug testing, and other related appointments with the City's occupational medical clinic.
13. Maintains department records, files, and databases.

QUALIFICATION GUIDELINES:

ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:

EDUCATION: High school diploma or recognized equivalent.

EXPERIENCE: Three years of varied administrative clerical support work, including some experience in processing claims.

KNOWLEDGE OF:

- Standard administrative support practices, procedures, and equipment.
- Customer service methods and techniques.
- Paper and electronic filing systems and record-keeping.
- Basic mathematical calculations.

ABILITY TO:

- Understand, apply, and communicate applicable policies, procedures, and regulatory requirements and directives.
- Prepare and review forms, documents, reports, and related correspondence.
- Process, file, and maintain claim information; collect and compile related data.
- Maintain, query, and input data into database reporting systems.
- Deal effectively with active and retired employees, members of the public, lawyers, and insurance carriers and brokers.
- Operate computer using relevant word processing, spreadsheet, and graphic software.
- Interact and communicate effectively both orally and in writing.
- Establish, maintain, and foster positive, harmonious and effective working relationships.

LICENSES:

- Valid Class C CA driver license.
- Acceptable driving record at the time of appointment and throughout employment.

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

DESIRABLE:

- Experience in employee health benefits and/or workers' compensation administration.

FLSA Exemption Status: Non-Exempt

Employee Unit: # 1, Confidential

DOT Program Participant:

Job Family: Risk Management/Benefits

Class Progression: Risk/Benefits Assistant

Risk/Benefits Analyst

Risk/Safety Manager

Date Class Established: February 15, 2005