CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 403.7

Job Title: **BENEFITS SPECIALIST**

Pay Grade: 17

GENERAL SUMMARY:

In the Benefits Division of the Human Resources Department, performs benefits and customer service duties in support of the City of Houston Benefits plans.

RESPONSIBILITIES:

- Provides oral and written communications to employees, retirees, department liaisons, and health care vendors pertaining to City of Houston health benefits plans.
- Validates, maintains, and updates employee benefits information for entry.
- Enters data and updates employee records in SAP or the benefits enrollment site as appropriate.
- Ensures all documents are scanned accurately into the On-Base system.
- Researches, analyzes, and resolves customer inquiries and concerns.
- Prepares and verifies documents to adjust in the SAP HR and Payroll systems and maintains all health benefits records.
- Reconciles the health plan monthly eligibility reports and premium reports from medical and flexible plan companies.
- Reviews SAP configuration to ensure that employee benefits elections are validated and transmitted to the appropriate vendor.
- Help with special projects and perform other related duties as directed by supervisor.
- Enters and reviews entries into the employees'/retirees' eligibility updates in SAP, reconciliation, and discrepancy resolutions for vendor eligibility files, and administers all plans compliant with both contractual documents and applicable legislation.
- Assist in planning and participating as a facilitator for Open Enrollment.
- Perform other related duties as directed.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor’s degree in Human Resources, Business Administration, Social Science, Liberal Arts or a related field.

EXPERIENCE:
One year of para-professional or professional health benefits, customer service, administrative, or other related experience is required.

SPECIFICATIONS: (continued)

SUBSTITUTION:
Pertinent experience at the professional level may be substituted for the education requirement on a year-for - year basis.

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies, and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work could lead to expense and inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures, and in adapting standard methods to fit facts and conditions.

SUPERVISION EXERCISED:

Direct Supervision:
No direct supervision is required.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
The level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation. Coordinates schedules, obtains additional information, and/or resolves problems.

External Contacts:
The level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., an essentially normal office environment with acceptable lighting, temperature, and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Benefits Specialist
Senior Benefits Specialist