

## RISK AND BENEFIT SPECIALIST

### **MAJOR FUNCTION**

This position performs highly complex technical and advanced administrative and professional duties supporting the Risk Management program. Work involves assisting in the implementation of all Risk and Benefit services, specifically Worker's Compensation and Employee Benefits, providing professional, effective and efficient service assistance to County employees and to the public. Works with minimal instruction or supervision.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

- Performs duties such as conducting new employee orientation, enrolling employees in benefit programs, updating enrollment choices and benefit status, processing benefit related transactions for terminated employees.
- Processes daily work to manage Workers' Compensation claims in a timely, efficient manner in accordance with Florida Workers' Compensation law and Board of County Commissioners procedures.
- Conducts open enrollment meetings and communicates clearly and explains benefit options to employees.
- Responsible for establishing and maintaining official documents and records in appropriate files.
- Assists with various projects encompassing all areas of Risk and Benefit services.
- Processes and inputs new claims into a claims log, sets up claim files, records information into database.
- Prepares, maintains and provides information regarding employee and employer insurance premiums, claims, etc.
- Responsible for reviewing and reconciling insurance invoicing, accounts payable process, and tracking budget expenditures.
- Composes routine correspondence independently. Design and maintain a variety of detailed files and records pertaining to risk management programs and insurance claims.
- Prepares reports and correspondence requested by the department manager where information must be obtained from a variety of sources, as well as makes recommendations affecting aspects of office policy.

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- Designs, formats and prepares management and administrative information reports.
- Assists with recommendations for future equipment purchases and ongoing system-related supply needs. Assists with annual budget preparation.
- Frequently processes correspondence of a sensitive or confidential nature.
- Oversees proper maintenance of control files of matters in progress and follows up to ensure that actions are completed.
- Provides information within scope of knowledge or refers customers to appropriate individuals.
- Responds to telephone inquiries from the public and other departments when information requested is specifically provided and known, such as from published records, specific deliveries and procedures, and calendar of events, or within established guidelines.
- Maintains a pleasant cooperative attitude with co-workers. Maintain professional appearance, grooming and dress consistent with department image.
- Will be assigned special projects or processes from time to time, and will be held responsible for results.

### **SECONDARY FUNCTIONS**

- Performs additional assignments as directed.

### **CUSTOMER SERVICE**

This is a front line position for providing excellent customer service. Personal contact with other employees of the unit, other departments within the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **SUPERVISION**

This position does not have supervisory responsibilities.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience.**

Graduation from an accredited high school or possess an acceptable equivalency diploma; four year's clerical/administrative work experience including one (1) year experience in employee benefits, worker's compensation and/or liability claim service.

#### **Licenses.**

Valid Florida Driver License

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### **Certifications:**

May require Notary Public.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

### **Language Skills**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, percentages and volume.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, and percent and ability to draw bar graphs.

### **Problem Solving Ability**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- Can explain records, procedures to others as lead worker.
- Ability to participate in development of policy, programs, plans, or procedures.

### **Specialized Skills and Abilities**

- Knowledge of the practices, procedures, and laws related to the general administration of Employee Benefits and Workers' Compensation.

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- Knowledge of Health Insurance Portability and Accountability Act (HIPAA), Consolidated Omnibus Budget Reconciliation Act (COBRA), and other rules and regulations governing employee benefits.
- Ability to work efficiently and accurately in an atmosphere of frequent interruption; strong organization skills and ability to prioritize to meet established deadlines.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to research data and compile statistical information.
- Strong working knowledge of computers and other office equipment.
- Skill in the interpretation and application of business English, grammar, spelling, diction, style and punctuation.
- Ability to work independently and to carry out assignments to completion with minimum instructions, adhere to prescribed routines and practices, maintain records, and to make reports requiring accuracy.
- Ability to remain calm in stressful situations.
- Ability to cross-train and work with other staff and peers to accomplish tasks and overall goals and objectives of the team by cooperating with others, offering to help others when needed, and considering larger organization/team goals rather than individual concerns.

### **Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle, or feel, reach with hands and arms and lift up to twenty pounds; will regularly be required to stand, walk and sit; and will frequently be required to talk and hear. Special vision requirements are close vision and the ability to adjust focus to bring an object into sharp focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical indoors office environment. The noise level for this environment will be moderate.

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