



# Benefits Administrator

Job Specification  
Classification: Competitive  
Series: Personnel & Employee Benefits

**DISTINGUISHING FEATURES OF THE CLASS:** Under general supervision, an incumbent of this position is responsible for the coordination and administration of the benefits function (Health Insurance Plan) for the City of Watertown. Responsibilities include: serving as a contact for employees and department heads regarding benefits management; administering and directing the daily operations of the benefits unit; researching and negotiating external service provider contracts; conducting special studies to determine the most cost effective benefit plans; implementing program guidelines, preparing and maintaining business correspondence, records, reports, documents and forms; and ensuring that unit operations comply with all Federal and State rules and regulations as they pertain to health insurance and worker's compensation plans. The work is performed under the supervision of the City Manager. Performs related work as required.

**EXAMPLES OF WORK ACTIVITIES:** (Illustrative only)

- Interprets, enforces, and updates existing policies/programs in accordance with best practices in the field to satisfy the City's needs;
- Conducts vendor searches, negotiates and maintains contracts with and manages the performance of external service providers annually;
- Develops and implements on-boarding and new orientation strategies for benefits;
- Provides necessary data concerning enrollments, terminations, leave without pay status, and Medicare reimbursement for eligibles;
- Implements technological solutions to benefits processes and procedures;
- Determines communication strategies; develops and provides training opportunities for employees to further the effective utilization and understanding of benefits programs; provides guidance and oversight to the benefits portion of the new employee orientation program, and occasionally delivers the benefits portion as needed;
- Develops and maintains information systems to provide services and information to customers and to maintain appropriate benefits records;
- Keeps abreast of changes in legislation and serves as lead in communications and initiatives resulting from changes;
- Develops, analyzes, interprets and maintains departmental information regarding employee benefits or other assigned programs and formulates recommendations to the City Manager and City Council for implementing benefits changes to support the total compensation strategy, policy decisions, and collective bargaining strategies;
- Functions as the manager of Health Insurance Portability & Accountability Act (HIPAA) compliance for the City to ensure appropriate access and confidentiality of employee health information;
- Oversees the management of the Family and Medical Leave Act (FMLA) administration and compliance;
- In conjunction with the City Comptroller, develops the health insurance fund budget and represents all matters of the health insurance plan at City Council meetings;
- Serves as the Management representative on the City's Health Insurance Committee.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of benefit plans for Unemployment Insurance, Health Insurance, various dental, vision, life and disability insurance plans including benefit limits, eligibility criteria, administrative, and procedural requirements;
- Thorough knowledge of Federal, State and Local rules, regulations, agreements and procedures that affect the assigned benefit programs;
- Good knowledge of basic medical and insurance industry terminology, third party and medical provider billing and payment procedures, and Medicare procedures and benefits;
- Ability to work with and maintain a high level of confidentiality to include handling sensitive issues and correspondence with tact, confidentiality and discretion;
- Ability to evaluate and analyze potential program problem areas and formulate and recommend workable solutions;
- Ability to prepare detailed and coherent written reports and procedures;
- Ability to gather and organize pertinent data and to draw appropriate conclusions;
- Ability to effectively communicate and develop successful interpersonal relationships with coworkers, supervisor, the general public, etc. to exchange or convey information and to receive work direction;
- Ability to use computer applications such as spreadsheets, word processing, e-mail and database software.

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Bachelor’s degree\* or higher in Accounting, Finance, Human Resources or Business Administration and two years experience in employee health plans and benefits administration; OR
- (B) Bachelor’s degree\* and three years experience in employee health plans and benefits administration; OR
- (C) Associate’s degree\*\* in Accounting, Finance, Human Resources or Business Administration and four years experience in employee health plans and benefits administration; OR
- (D) Associate’s degree\*\* and five years experience in employee health plans and benefits administration.

**\*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 Department of Education as a post-secondary, degree-granting institution.

**SPECIAL NECESSARY REQUIREMENT:** None required.

Adopted: 10/21/2014  
Revised: 11/21/2014