



TRANSFER/PROMOTIONAL OPPORTUNITY

BENEFITS ASSISTANT (MPS)

PURPOSE: The Benefits Assistant is responsible for administering group health, dental, vision and other employee benefit programs.

ESSENTIAL FUNCTIONS:

- Determine and verify eligibility for enrollment in the various group benefit plans, in accordance with the plan, labor contracts, and board policies and practices; maintain a working knowledge of union contracts' negotiated benefit provisions.
- Interact with third party administrators and insurance companies regarding eligibility, enrollments/terminations, and family status changes.
- Review and update records from monthly vendor interfaces via an error/discrepancy report.
- Interact with various MPS divisions/departments with regards to personnel changes that affect benefit eligibility
- Interact with Employee Retirement System and Wisconsin Retirement System personnel to ensure accurate and timely eligibility enrollment
- Maintain employee benefit records on Human Resources Information System (HRIS) to include running reports and queries from HRIS and PeopleSoft Open Events.
- Set up, process and maintain retiree health benefits including Medicare eligibility/reimbursement, retiree plan eligibility due to age 65 and death benefits.
- Review pension deduction reports monthly and adjust plans/premiums accordingly.
- Review/research/update benefits communications, documents and reference materials.
- Respond to customer inquires and problems relating to benefit plans to include evaluation and explanation of plans/options available and/or referral to appropriate vendor for resolution.
- Research, analyze and prepare recommendations for management regarding benefit administration issues and participate as appropriate in the development of or revision of operating policies and procedures and collective bargaining agreement proposals.
- Prepare billing enrollments and respond to inquires from the city and state pension offices regarding premium billing.
- Prepare and present benefit appeals to committee regarding eligibility, claims or plan denials.
- Support the annual Open Enrollment including review and preparation of communications, process changes and elections and responding to inquiries.
- Perform other job-related tasks as required.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's degree in human resources management, business or related field from an accredited college or university.

A COPY OF COLLEGE TRANSCRIPTS MUST ACCOMPANY APPLICATIONS.

Benefits Assistant (MPS)

2. One year of experience performing mid to high level administrative duties involving the analysis and interpretation of information (preferably in a high-volume environment).
3. Current status and at least 3 months of experience as a regularly appointed civil service MPS or City of Milwaukee employee.

NOTE: Equivalent combinations of education and experience may also be considered.

DESIRABLE QUALIFICATIONS:

- Vocational or business school coursework in benefits administration, group insurance, claims administration, COBRA administration and/or accounting.
- Hands-on experience with an automated human resources information system (HRIS) such as Oracle or PeopleSoft or other database management systems.
- Experience with benefits billing and benefit plan eligibility rules.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong information research, analysis and evaluation skills.
- Ability to handle multiple projects with varying and often tight deadlines.
- Strong computer skills including database management, word processing and spreadsheets.
- Ability to work effectively in a team environment.
- Ability to work with a diverse group of employees and be responsive to their needs.
- Strong interpersonal skills.
- Strong written and oral communication skills.
- Ability to maintain accurate and complete records.
- Knowledge of computerized information systems used in human resource applications.

THE CURRENT PAY RANGE IS: \$39,556 to 55,392 annually with excellent benefits

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training and experience evaluation, written test, oral interview or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examination may include written exercises. Selection process component weights will be determined by further analysis of the job. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

The examination will be held as soon as practical after **May 16, 2008**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination. If you think you may have a conflict with the test date(s) shortly after the final filing date (due to vacation, hospitalization, etc.) call 414-286-3751 immediately. We will try to reduce the impacts but cannot guarantee that the scheduled date will meet everyone's needs. Persons not accepted to an examination or removed from an eligible list may file a written appeal (including the basis upon which the appeal is made) which must be received by the City Service Commission no later than ten calendar days after the rejection notice was mailed.