



TRANSFER/PROMOTIONAL OPPORTUNITY

PROGRAM ASSISTANT II Employees' Retirement System (ERS)

THE BASIC PURPOSE of this position is to administer the insurance program of ERS including medical, dental, and life insurance. This includes coverage, applications and changes, form review, and on-going correspondence and communication with the member, physicians, ERS Board, staff, and other affected personnel.

ESSENTIAL FUNCTIONS:

- Administers the health and group life insurance programs through the completion of the application forms, changes, interviewing and processing the applicants through the various steps including verification of accuracy of information and application of appropriate regulations. Counsels members on available benefits.
- Maintains the appropriate records and database. Prepares required reports for management, third-party administrators, the City, and ERS Board. Advises retiree groups on coverage and premiums. Prepares and processes materials for distribution, and provides back-up coverage.
- Performs quality assurance duties relating to administrative controls, monitoring reports, data remediation, internal audits and special projects.
- Researches claim status, coverage requirements, and other member questions and concerns with third-party administrators, providers, etc. Prepares appropriate documentation for applications processing, claims and benefits.
- Participates in training, coordination and team building.
- Reviews bills from carriers, premium rates and prepares payments requests. Prepares billing to clients or payroll deduction for COBRA and/or insurance benefits.
- Assists with retirement training and seminars.
- Performs other duties as assigned.

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

REQUIREMENTS:

1. Current status and at least three months of experience as a regularly appointed employee of the City of Milwaukee.
2. Four years of experience providing clerical/administrative support, with at least one year at or above Office Assistant III level performing duties related to this position.

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

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS REQUIRED:

- ◆ Ability to communicate effectively, both orally and in writing
- ◆ Ability to prepare documents, write letters, compile statistics, and generate reports.
- ◆ Knowledge of office procedures and equipment.
- ◆ Computer knowledge, including the ability to enter data into a computerized system and experience with the Microsoft Office software suite.
- ◆ Ability to understand rules governing the City's group life insurance plan and retiree health insurance benefits.
- ◆ Strong interpersonal skills.
- ◆ Empathetic and customer-service oriented.
- ◆ Well-organized and detail-oriented.
- ◆ Self-directed.
- ◆ Honest.

THE CURRENT SALARY RANGE (530) IS: \$1,503.62 to \$1,702.19 biweekly excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience, and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral tests, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.