

ADMINISTRATIVE SERVICES SPECIALIST

Recruitment #1501-4000-001

List Type Transfer/Promotional

Requesting Department EMPLOYEES RETIREMENT SYSTEM

Open Date 3/2/2015 10:30:00 AM

Filing Deadline 3/27/2015 11:59:00 PM

HR Analyst Marti Cargile

PURPOSE

Under the direction of the Retirement Plan Manager, the Administrative Services Specialist is responsible for the complete administration of financial and membership functions of retiree health and dental insurance for the following groups: General City, Fire, Police, Fire Annuity and Benefit Fund (FABF), Police Annuity and Benefit Fund (PABF), HACM, RACM, Pabst Theatre, Wisconsin Center District, Milwaukee Economic Development Committee (MEDC), Duty and Ordinary Disability, spouse survivors, and dependents.

ESSENTIAL FUNCTIONS

- Provides reliable and consistent benefit information in response to inquiries from retirees, insurance, and medical providers.
- Assists in review and interpretation of health and dental contract language, labor contracts, federal and state laws and regulations, and Common Council resolutions to ensure compliance with all pertinent labor agreements and administrative provisions.
- Maintains appropriate records and databases.
- Prepares required reports for management, third-party administrators, City of Milwaukee personnel, and the Employees' Retirement System Annuity and Pension Board.
- Assists in the development and implementation of retiree health and benefit operational methods.
- Trains and assists new and existing support staff and other departmental and agency personnel with proper procedures in day-to-day operations.
- Reviews bills from carriers and prepares payment requests.
- Prepares billing to clients or payroll deduction for COBRA and/or retiree health insurance benefits.
- Presents retiree health insurance eligibility information at pre-retirement seminars and open enrollment fairs.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Current status as a regularly appointed employee of the City of Milwaukee, having passed the probationary period for the current position held.
2. Four years of progressively responsible clerical experience, including at least one year at the Office Assistant III level or higher, performing duties related to this position.
 - *Equivalent combinations of education and experience may be considered.*

Administrative Services Specialist (ERS)

DESIRABLE QUALIFICATIONS

1. Bachelor's degree in human resources, public administration, business, or a related field from an accredited college or university.
 2. Experience with insurance or similar benefit processing.
- ***IMPORTANT NOTE:*** *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.*

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Knowledge of office systems and procedures.
- Knowledge of benefits administration principles.
- Ability to read and interpret health and dental contracts; labor contracts; and federal, state, and local laws and regulations.
- Ability to perform job-related calculations accurately.
- Proficiency with standard word processing, spreadsheet, and database software.
- Ability to use enterprise human resources and benefits management systems to maintain insurance coverage data.
- Oral communication and presentation skills.
- Written communication skills, including the ability to write correspondence and reports.
- Ability to handle multiple projects with varying deadlines.
- Ability to maintain complete and accurate records.
- Interpersonal skills; ability to build and maintain effective working relationships across levels.
- Customer service skills; ability to be responsive and sensitive to the needs of diverse clients.
- Ability to remain calm under pressure.
- Ability to work effectively both independently and as a team member.
- Problem-solving and decision-making skills.
- Ability to identify opportunities for process improvement.
- Ability to maintain confidentiality.

CURRENT SALARY

- **The current starting salary (PG 2BN)** for City of Milwaukee residents is \$37,425 annually, and the non-resident starting salary is \$36,507.

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Employees' Retirement System reserve the right to call only the most qualified candidates to oral, 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.

INITIAL FILING DATE: The examination will be held as soon as practical after **March 27, 2015**. 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.