

BENEFITS SERVICES SPECIALIST II

Recruitment #1701-0621DC-001

List Type	Transfer/Promotional
Requesting Department	DEPT OF EMPLOYEE RELATIONS
Open Date	1/30/2017 1:38:00 PM
Filing Deadline	2/20/2017 11:59:00 PM
HR Analyst	Emily Keeley

INTRODUCTION

**** THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY ****

PURPOSE

Under the leadership and supervision of the Employee Benefits Director, the Benefits Services Specialist II performs the administrative functions related to health and dental benefits for active employees and their dependents, assists with Affordable Care Act (ACA) reporting and administers the Commuter Value Pass (CVP) program and Long Term Disability (LTD) program.

ESSENTIAL FUNCTIONS

- Prepare and review administrative and membership reports for health and dental carriers including additions, deletions, and changes.
- Maintain employee health and dental history files on PeopleSoft, ensuring accurate information is maintained through changes in employment and changes that result from qualifying events; monitor eligibility error reports for various carriers.
- Perform bi-weekly payroll adjustments for the healthcare and dental programs to reflect changes in enrollment.
- Monitor pension enrollment in HRMS to identify system glitches and manually enter corrections to ensure members maintain the correct enrollment status.
- Determine and approve dependent eligibility, including distribution and collection of appropriate change forms; perform health insurance verification as required for the Social Security Administration and for the State of Wisconsin Child Support Services.
- Provide customer support regarding health, dental, wellness and other benefits by assisting employees with issues pertaining to claims and/or enrollment.
- Provide employee benefits overview at New Employee Orientation sessions.
- Coordinate with the city's Affordable Care Act (ACA) vendor to ensure all health data is collected and reported accurately; collaborate with the benefits team on policies and practices regarding employee hiring data to ensure adequate controls are in place for ACA reporting purposes.
- Serve as a wellness champion for the Comprehensive Wellness program to educate employees on the various components and benefits of the program; assist with scheduling various wellness events/programs.

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- Oversee, enroll and provide information to employees regarding the Alternative Transportation Program (CVP) and Long Term Disability (LTD) program.
- Assist with the City's open enrollment events, including support at open enrollment fairs, associated mailings, confirmation letters and other related administrative work.

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. Regular status as a City of Milwaukee employee, having successfully completed a probationary period in a civil service position.
2. Four years of progressively responsible administrative office experience, at least one year of which must have been at the level of an Office Assistant III or higher.

Equivalent combinations of training and experience may also be considered.

DESIRABLE QUALIFICATIONS

1. Experience performing medical benefits enrollment, tracking and reporting duties related to the position.
2. One year of experience using the PeopleSoft system.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to accurately administer benefits programs, including reporting, enrollment, and tracking of data.
- Customer service skills, including the ability to be responsive and sensitive to the needs of employees and the public.
- Ability to utilize related computer software programs including Word, Excel, PeopleSoft and vendor reporting systems.
- Ability to verbally communicate complex issues to a wide audience.
- Ability to listen well and communicate effectively both in person and over the telephone.
- Ability to prepare accurate and effective written communications, reports, documents, correspondence, and other job related written material, and review written material of others.
- Skill in proofreading documents for accuracy and for grammar, punctuation and spelling.
- Ability to remain calm under pressure.
- Ability to deal effectively with individuals who are under stress.
- Ability to function independently.
- Ability to exercise sound judgment and discretion.
- Skill in problem-solving complex issues.
- Ability to multi-task, establish priorities and meet multiple deadlines.

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- Ability to maintain confidentiality and to protect information, in compliance with applicable rules and regulations.
- Attention to detail.

CURRENT SALARY

The current starting salary (PG 5HN) for City of Milwaukee residents is **\$45,013** annually, and the non-resident salary range is \$43,909.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, 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 examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **February 20, 2017**. 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 of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.