

City of Dallas
Classification Specification

Title:	Benefits Specialist	Class Code:	20962
Application:	Career Series	Pay Grade:	H
Supplemental/Code:	Administrative/1	Established:	10/01/94
FLSA Status:	Non-Exempt	Revised:	01/01/09

Position Purpose:

Monitors and coordinates administration of one or more parts of the employee benefit program to ensure the programs are administered according to the Master Plan.

Essential Functions:

1. Oversees administration of one or more sub-plans of the employee benefits program (e.g., Short Term Disability, Employee Medical Spending Plan, COBRA, etc.) to ensure employees, retirees and family members receive effective services.
2. Researches large, unusual or difficult claims for compliance with Master Plan provisions, for investigation of possible fraud, or for claim subrogation; communicates with participants, providers, carriers and others to resolve problems and ensure protection of plan assets.
3. Communicates with other City departments as required for the particular plan in question; may include coordinating with the City Attorney's Office or coordinating system programming to resolve problems.
4. Participates in the annual review of the Master Plan and sub-contractor agreements to make corrections and updates to enhance effectiveness of the program; coordinates revision of the Employee Benefits Handbook to provide accurate information to participants.
5. Assists in implementing system enhancements.
6. Regular, reliable and punctual attendance is an essential function of the job

Knowledge, Skills and Abilities Required to Perform Work:

Thorough knowledge of the City's employee benefits programs, medical terminology, insurance terms and codes including procedures for operation.

Knowledge of federal regulations regarding management of employee benefit plans, such as COBRA and Employee Medical Spending Plans.

Ability to communicate effectively both orally and in writing with special emphasis on customer service and diplomatic problem solving.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to research and resolve problems.

Ability to use a computer.

Working Conditions and Hazards:

Work performed under normal office conditions.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.