

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

**Job Title: Human Resources Associate-
Benefits-Insurance Trust**

Department: Central Office

**Grade H
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: July 2009

**Reports To: Human Resources
Director**

Purpose of Job

The purpose of this job is to perform administrative and decision making functions that pertain to the Benefits Office and Insurance Trust. Acts as main point of contact for employee questions/concerns/issues in regards to employee benefits for CMCSS. Duties and responsibilities include preparing, communicating, reviewing, disseminating and/or filing routine correspondence, invoices and reports; reconciling information; problem solving regarding insurance claims, initiating telephone calls, answering the telephone and relaying messages; receiving, processing and distributing mail; and providing customer service to our employees in regards to Benefits.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Creates a customer first environment within the Benefits Office, through accurate, timely and effective communication, both oral and written.

Acts as a liaison between employees and insurance vendors, in regards to claim administration.

Interprets orally and in written format the summary plan descriptions (retirement, 403(b) medical, dental, disability, life etc...) and insurance regulations to employees.

Conducts new employee orientation for classified staff. Provides benefit enrollment presentation and coordinates completed paperwork as required.

Maintains confidential private medical information/history pertaining to employees

Reconciles BCBS Medical and Dental bills on a monthly basis.

Prepares COBRA Coverage Continuation Notices.

Prepares employee 403(b) & 457 contribution payments to vendors.

Responsible for employee status change information to TCRS, Reliance Life Insurance and BCBS (dependent child, address, family status change, etc.)

Responsible for reporting and updating information to TCRS regarding applications for additional retirement credit.

Monitoring BCBS ID card process. Order replacements when necessary.

Assists employees with BCBS medical and dental claim issues, assists employees with billing and claim disputes.

Completes Short Term Disability claim forms.

Completes Public Higher Education Fee Discount for Dependents of Certified Public School Teachers.

Tracks and updates monthly Certification of Dependency for eligible employees and dependents.

Develops, formats the content of quarterly Benefits Newsletter.

Coordinates and implements annual Benefits Fair.

Provides customer service to all employees regarding benefits to include assistance with enrollment forms for all insurance policies.

Conducts new employee benefit orientation/in-processing.

Prepares insurance claim forms for death benefits for employees and eligible dependents.

Prepares and/or generates routine correspondence, letters, memoranda, forms, invoices, reports and other documents.

Receives documentation pertaining to benefits cases; reviews for completeness; forwards as appropriate.

Receives/generates various reports; reviews for accuracy; performs applicable calculations; forwards as appropriate.

Maintains inventory of Benefits forms; initiates orders for forms.

Prepares and updates files; maintains file system of office records.

Tracks employees on FMLA and collects premiums from employees who are on LOA without pay for all Insurance premiums and prepares various payments for deposit.

Serves as Recorder for Insurance Trust meetings and prepares minutes for Employee Insurance Trust.

Receives, opens and distributes incoming mail; prepares outgoing mail.

Copies and distributes correspondence, memoranda, reports and other related materials.

Answers the telephone; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary; initiates calls as appropriate.

Greets visitors, ascertains nature of business; assists and/or directs visitors to appropriate person.

Responds to routine requests for information or assistance from benefit recipients, members of the staff, the public or other individuals.

Uses knowledge of various software programs to operate a computer in an effective and efficient manner.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's Degree or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Three to five years experience in Benefits Administration, Human Resources or School System experience preferred.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System and Human Resource practices as they pertain to the performance of duties relating to the job of Human Resources-Benefits-Insurance Trust. Has general knowledge of Human Resource practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines, which includes a computer, printer, facsimile machine, copy machine, calculator, telephone, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Human Resources Associate-Benefits-Insurance Trust. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Human Resources Associate-Benefits-Insurance Trust.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under minimal stress when confronted with an emergency related to the job of Human Resources

Associate-Benefits-Insurance Trust.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date