



Job Information

Job Title: Benefits Associate I	Last Revised/Approved: 12-1-2019
Job Code: 0660	Reports To: Manager II, Employee Benefits
Office: Office of Human Resources	Department: Office of Human Resources

Compensation Information

Pay Grade: 03A	Pay Range: \$45,655 – 66,079
FLSA Status: Exempt	Term of Employment: FT

Position Summary/Purpose:

Administers group health plans, Medicare Advantage Plan, HDHP and HSA, vision, dental and other employee benefit programs. Determines and verifies eligibility for enrollment and/or continuation in employee benefit programs with emphasis on timely and accurate service and adherence to internal controls. Implements plan provisions, updates policies and procedures, and provides consultation and customer service to employees and retirees related to district benefit programs.

Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

Essential Functions:

- Determines and verifies eligibility for enrollment in the various group benefit plans, in accordance with the plan provisions, State & Federal laws, Board policies and practices.
- Interacts with third party administrators and insurance companies for eligibility e.g. enrollments, terminations and family status changes. Reviews and updates records from monthly vendor interfaces via error/discrepancy reports, including contact with governmental agencies and health services providers.
- Interacts with various MPS departments such as talent management, compensation, payroll and finance with regard to personnel changes that affect eligibility, and ERS and WRS pension offices to ensure accurate and timely eligibility and enrollment in plans.
- Maintains employee benefit records on HRIS system and paper records, if applicable, and run required reports from HRIS system, processes PeopleSoft Open Events, works past due reports and runs queries that result in updating enrollment including retroactive terminations.
- Maintains working knowledge of MPS plan provisions and Benefit Administration to ensure benefit programs are administered and documented accurately; performs audits related to accurate enrollment deduction and billing status.
- Maintains working knowledge of benefit regulations such as COBRA, HIPAA, QMSCO, ACA, FMLA, Medicare and Medicare Advantage to process elections and provide customer service and problem resolution for employees/retirees.
- Sets up and processes retiree health benefits including Medicare Part B reimbursement and maintains retiree plan eligibility due to age 65, Medicare eligibility, death, etc. Reviews pension deduction reports monthly and adjust plans/premiums accordingly.
- Reviews/researches/updates benefits communications, related documents and reference materials for use by both internal and external audiences.

- Handles customer inquiries and problem resolution regarding benefit plans and assist in explanation of plans and/or options under the plans. Evaluates and refers plan provision and claims processing questions to appropriate vendor.
- Undertakes research into benefit administration issues including eligibility and participates as necessary in the development of or revision of operating policies and procedures. Analyzes and prepares recommendations to management on specific benefit administration issues as appropriate.
- Prepares billing enrollments and manual bills if needed; responds to inquiries from individuals from the City and State pension offices regarding premium billing. Serves as occasional backup to accountant for billing related tasks.
- Supports the annual Open Enrollment process including review and preparation of communications, process changes, elections, and confirmation statements within HRIS and handles inquires.
- Prepares and presents benefit appeals to committee regarding eligibility, claims or plan denials.
- Cross-trains and backs up Benefits Associate I counterpart when absent. Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- Bachelor's degree in human resources management, business, or related field from an accredited college or university.
- Vocational or business school training course work in Benefits Administration, group insurance, claims administration, COBRA administration or accounting is desirable.

Experience Requirements:

- Two or more years of responsible, direct, hands-on experience in benefits administration, preferably in a large and/or unionized organization, performing mid to high level administrative duties involving the analysis and interpretation of information.
- A combination of education and experience will be considered.

Knowledge, Skills and Abilities:

- Experience with an automated human resources information system (HRIS), preferably Oracle/PeopleSoft V9.2, or other equivalent database management system is highly desirable.
- Previous experience with benefits billing, benefit plan eligibility rules, and State or Federal regulations/mandates is desirable.

Working Environment:

General office environment with a willingness to work flexible schedules on occasion.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical Demands:

General office environment, must be able to handle light lifting and occasional standing, bending.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

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.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.