



City of Phoenix

Benefits Aide

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|--------------|------------|----------------|-------------------------|
| Job Code: | 05000 | Job Function: | Personnel and Budgeting |
| Salary Plan: | 012 | Grade: | 748 |
| FLSA: | Nonexempt | Labor Assign: | Non-Represented Groups |
| Benefit Cat: | 008 | EEO-4: | Administrative Support |
| SOC: | 13-1141.00 | Last Revision: | November 2024 |

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to perform varied administrative and paraprofessional tasks in support of the day-to-day administration of the City's employee benefit programs. These programs include medical and dental plans along with varying levels of life insurance coverage, flexible spending accounts, and a deferred compensation plan. Work involves making independent decisions or solving moderately complex problems within well-defined parameters.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Benefits Analyst, or other supervisor.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Handles customer concerns or requests for service in accordance with established policies and regulations
- Advises employees, retirees, and dependents regarding City provided benefit programs, and eligibility for those programs
- Determines and documents qualifying legitimate family status change events in computer system based on federal regulations that govern benefits, including HIPAA special enrollments
- Effectively communicates, documents, and processes requests for benefit changes based on COBRA and HIPAA privacy rules
- Assists employees, their dependents, and retirees in the completion of various benefit forms or on-line enrollments
- Produces and interprets audit reports from the City's self-service Benefit Electronic Enrollment system
- Summarizes and prepares narrative and statistical analyses of program activities
- Drafts responses to routine correspondence
- Performs research, collects data, and responds to benefit surveys
- Updates statistical records relating to deferred compensation payroll deductions and program enrollment
- Notifies, through phone calls or correspondence, newly eligible employees



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- Identifies employee and employer benefits requiring cost adjustments, both arrears and refunds, so that accurate premium deductions are withheld from employee checks and pension payments
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and practices of employee benefits administration.
- COBRA and HIPAA regulations.
- Qualifications for legitimate family status changes under the federal regulations that govern benefits.
- Modern office practices and records maintenance procedures.
- Research techniques and report presentation.

Ability to:

- Work cooperatively with benefit providers, retirees, and all levels of City employees.
- Use a variety of automated systems.
- Communicate orally in the English language over the phone or in person in a one-to-one or group setting to provide information or respond to questions related to employee benefit programs.
- Comprehend and make inferences from written material.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Understand and effectively carry out oral and written directions given in the English language.
- Work safely without presenting a direct threat to self or others.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Make arithmetical calculations using addition, subtraction, multiplication, division, percentages, and averages.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:



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Two years of experience in an employee benefits program including six months of experience in handling or processing claims; **or** two years of college plus one year of personnel related work experience. Other combinations of experience and education that meet the minimum requirements may be substituted.