

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

**Job Title:** Lead Benefits Representative**Department:** Central Services - Gracey

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

**Job Description****Date Reviewed:** May 2023**Reports To:** Chief Human Resources Officer**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. This position is also responsible to oversee the Benefits Office functions as well as personnel.

**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.

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

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

Maintains confidential private medical information/history pertaining to employees.

Maintains knowledge and understanding of current benefits.

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

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 teachers and administrative staff. Provides benefit enrollment presentation and coordinates completed paperwork as required.

Performs necessary data entry for certified, classified, and administrative staff payroll deductions into Munis as well as vendor enrollment platforms

Responsible for set up and maintenance for all aspects of Med FSA and DCAP which includes correspondence, deductions, payments, and billing.

Responsible for monthly payment of employer paid basic life, voluntary life, long term disability, and various supplemental insurance and benefit plans, to include receipt, reconciliation, and coordination of premium payments to carriers.

Records various insurance payments received in the Benefits Office and forwards to Accounting Department for deposit.

Notifies medical, dental, and vision provider of coverage terminations so that Cobra Continuation notifications can be provided to eligible members.

Receives certified and administrator Personnel Actions monthly which require investigation and action in regards to benefit cancellations.

Administers retiree's medical insurance plans including the receiving and recording of payments to include cash, check, money order, cashier's check or ACH debit.

Bills Montgomery County Government for appropriate matching funds for the county retirees.

Administers ACH debit payment operations for retirees on BCBS health insurance and reconciles the BCBS retiree bill on a monthly basis

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

Assists employees by completing and submitting Colonial disability and Hartford long term disability claim forms.

Attends Clarksville Employee Insurance Trust Meetings.

Performs supervisory functions for the Benefits Office which currently includes an administrative assistant, and 2 Benefits Associates.

### **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 Resources practices as they pertain to the performance of duties relating to the job of Human Resources Associate-Benefits. 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, 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. Have 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.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS****REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:**

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 10 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

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

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

**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.

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**Employee's Signature**

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Employee's Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**