

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

Job Title: Benefits Associate

Department: Central Services – Human Resources

Grade J

H.P.D. 8

D.P.Y. 260

Job Description

Date Reviewed: April 2023

Reports To: Lead Benefits Representative

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 a 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, 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 customer first environment within the Benefits Office, through accurate, timely, and effective communication, both oral and written.
- Answers the telephone; takes and relays messages and/or direct calls to appropriate personnel; returns calls as necessary; initiates calls as appropriate.
- Maintains confidentiality with regard to private medical information/history pertaining to employees.
- 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, vision, disability, life etc...) and insurance regulations to employees.
- Prepares and/or generates routine and confidential correspondence, letters, memoranda, forms, reports and other documents and disseminates appropriately.
- Enters certified, classified, and administrative staff payroll deductions into Munis as well as vendor enrollment platforms.
- Records payments received in the Benefits Office and forwards to Accounting Department for deposit.

- Develops and formats the content of quarterly Benefits Newsletter as well as bi-weekly E-Newsletters.
- Administers Sick Leave Bank for all employees. To include enrollment, processing requests for days, and maintaining active enrollment roll.
- Maintains the disposition of benefits items stored in vault.
- Acts as back up for the retiree medical insurance subgroup, premiums, and eligibility.
- Acts as back up to conduct new employee orientation for teachers and administrative staff. Provides benefit enrollment presentation and coordinates completed paperwork as required.
- Acts as backup for completion of Colonial and Hartford claim forms.
- Acts as backup for set up and maintenance of Med FSA and DCAP.
- Acts as backup for monthly payment of employer paid basic life, voluntary life, and long term disability premiums.
- Uses knowledge of various software programs such as Microsoft Word, Excel, Outlook, and Munis in order 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 of experience in Benefits Administration and Human Resources is required.

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 Benefits Associate. 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.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date