



Code: 0370
Family: Human Resources
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: General Administrative

CLASS TITLE: BENEFITS SPECIALIST

CHARACTERISTICS OF THE CLASS

Under supervision, assists in the day-to-day administration and implementation of the City's benefits and retirement programs; and performs related duties as required

ESSENTIAL DUTIES

- Reviews various records (i.e., leave codes, work status) and implements HRIS transactions, including changes in status by data entering information
- Provides customer service and responds to inquiries regarding benefits eligibility, changes to coverage, plan requirements
- Researches and resolves issues regarding program services and benefits
- Serves as a liaison and advocate with external plan administrators to resolve issues
- Distributes benefits plan descriptions, promotional materials, and notices in compliance with legal and regulatory requirements
- Assists in determining eligibility for specialized benefits programs
- Prepares and review reports for invoicing and billing charges
- Assists with the open enrollment process

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Four (4) years of benefits administration work experience, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *applicable employee benefits policies and procedures
- *benefits program administration, including eligibility, enrollment, claims processing, and reporting
- *customer service techniques
- *applicable federal and state laws, regulations, and guidelines (e.g., HIPAA)
- applicable computer software packages and applications

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING – Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented in writing
- WRITE – Communicate information and ideas in writing so others will understand
- MULTITASK – Work on multiple tasks at once and complete them simultaneously

Other Work Requirements

- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems
- COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
October, 2022