

Position Description: Insurance Specialist – General Services

Service Type: Administrative-Confidential - Range K

Definition: The Insurance Specialist assists the director by performing service support functions and administrative work in the Office of Human Resources and acts as a primary contact for borough employees, benefit providers, third-party administrators, brokers regarding group health insurance benefits. This position ensures accurate and timely compliance with Health Care Reform requirements. Acts as a primary contact benefit questions and is assigned administrative duties as required by the director.

Minimum Qualifications: Associate degree from two-year college or technical school preferred and a minimum of two years human resource and/or insurance experience with at least one year of employee benefit experience. Commensurate employee benefit work experience may be substituted for the educational requirements. Must possess the ability to demonstrate excellent judgment skills in dealing with sensitivity issues. Ability to work independently and to maintain absolute confidentiality is required. Working knowledge of health and welfare plans including medical/prescription/dental/vision, flexible spending and COBRA is preferred. Should be familiar with the Patient Protection & Affordable Care Act (PPACA) and regulatory compliance. Must be highly proficient in effective written and oral communication and in the use of personal computers and supporting software in a Windows base environment, including web and MS Office products.

Essential Functions:

1. Assists and acts in a confidential capacity in employee benefit matters.
2. Plans and coordinates activities of employee benefit enrollments.
3. Performs eligibility review of employees and assists with data file transfers.
4. Performs electronic data transfer data entry insurance-related deductions and cost center changes into GEMS for payroll purposes as required.
5. Conducts audits of administrative service billings, eligibility roles, and plans and coordinates maintenance of associated records.
6. Creates and conducts orientation for eligible employees for health insurance coverages.
7. Performs research relating to the Patient Protection & Affordable Care Act (PPACA) regulations, reforms, and fundamental changes, providing data to the Director to enhance long-term strategy to curb and contain employer sponsored health care costs.

8. Provides customer service to plan members, providers, and Third Party Administrator to ensure effective adherence of health care plan.
9. Position is required to screen incoming calls, may initiate outgoing calls, addresses a variety questions or concerns received resolving issues and educating callers.
10. Under the guidance of the director, plans for and promotes employee wellness program.
11. May participate in teleconferences with health benefit plan vendors.
12. May participate in various committees as requested.

Other Functions:

1. Other related duties as assigned.

Physical Demands: While performing the duties of this position, the employee is frequently required to communicate orally and to use hands and fingers dexterously to operate office equipment; regularly required to sit; and occasionally required to stand, walk and reach with hands and arms. The employee must occasionally transport up to 20 pounds. Specific vision abilities required include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.