

Classification Title: Benefits Specialist

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Provides benefits information to employees by answering specific benefits questions and facilitating employee benefits meetings, workshops and special seminars. Investigates benefits issues and communicates with vendors. Processes system information to ensure timely activation.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Works with active employees, separated employees and eligible retirees to provide information regarding all benefits programs. Organizes wellness fairs, employee orientations, and distributes documents for timely submission to vendors.
2	S	Investigates and resolves benefits issues with employees, separated employees and retirees. Communicates with vendors to determine facts and obtain successful resolution.
3	S	Provides forms to recipients, assists in forms completion, counsels on benefits changes, tax changes, beneficiary changes, and other related issues that may affect benefits and payroll deductions.
4	S	Works with current and potential retirees on defined benefit and defined contribution plans and accounts, eligibility provisions and the distribution of statements.
5	S	Provides feedback and information to management regarding plan changes and recommendations to programs to effectively meet the needs of all recipients. Meets with vendors, management, staff and employees.

CLASSIFICATION REQUIREMENTS:

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Education	Associate’s degree in Business Administration or related field.
Experience	Two years of experience in human resources, benefits administration or related field.

CLASSIFICATION REQUIREMENTS	
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	Notary Public certification within ninety days of employment.
Reading	Intermediate
Math	Intermediate
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

Wake County, NC

**Classification 0130
Benefits Specialist**

PROTECTIVE EQUIPMENT REQUIRED:

None.