

PLANO INDEPENDENT SCHOOL DISTRICT
Job Description

Job Title:	Specialist Employee Benefits	Wage/Hour Status:	Nonexempt
Reports To:	Coordinator Employee Benefits	Pay Grade:	780
Dept./School:	Human Resources/ Benefits and Risk Management	Date Revised:	6/04/18

Primary Purpose:

Provide customer service, follow-through, and day-to-day support for the Benefits & Risk Management department, including all employee benefit plans and leave benefit policies. Maintain personal and departmental confidence through professionalism and confidentiality. Assist with special projects, providing clerical support to the Benefits & Risk Management department. Participate as a team member to support the mission of Plano ISD and the HR department.

Qualifications:

Education/Certification:

High school diploma or equivalent

Special Knowledge/Skills:

Ability to work independently; exercise judgment; excellent decision-making skills

Ability to interpret and implement insurance, district policies, procedures and legislation pertaining to Benefits and leave

Proficiency in Microsoft Word, Microsoft Excel, e-mail systems, Internet/web navigation, database management, and file maintenance

Excellent keyboarding skills

Basic math skills

Excellent interpersonal and communication skills - both oral and written, with ability to communicate complex programs and concepts to individuals with diverse educational and cultural backgrounds

Ability to deal with all people using tact, patience, and courtesy and to work well with all levels of Plano ISD staff as well as outside customers

Strong organizational skills

Emphasis on accuracy and attention to detail

Ability to handle multiple tasks and deadlines effectively and continuously, with frequent interruptions

Ability to maintain a high level of confidentiality and ethical standards

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Experience:

At least three years' experience in either human resources, customer service, benefits, legal, administrative, management, communications, or equivalent field (in a public education setting, preferred)

Major Responsibilities and Duties:

Develop expertise in all benefits and leave tasks and concepts and become familiar with basic concepts related to interface with payroll

Provide exemplary customer service support to employees, supervisors, family members, applicants, and other customers regarding employee benefits and leave through interpretation of plan documents, policies and procedures.

Thoroughly research and follow through on questions from customers

Work in partnership and build rapport with the schools and other departments

Maintain knowledge and communicate to employees' information regarding District policies and Federal and State laws related to benefits, including but not limited to the Family and Medical Leave Act (FMLA), Section 125 Cafeteria Plans (flex plans), American with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Consolidated Omnibus Budget Reconciliation Act (COBRA), Affordable Care Act (ACA), and others that may be enacted into law

Maintain accurate and complete records on forms, spreadsheets, and other databases

Maintain and organize employee files and documents (paper and electronic) and assist with scanning all documents

Perform all tasks related to employee benefits for new hires, changes in status, annual open enrollment, and separations from employment, including but not limited to accurate record keeping, timely action, and accurate premium calculations

Process claims for life insurance

Perform all tasks related to employee leave, including but not limited to accurate record keeping, timely action, and up-to-date medical certification

Perform all tasks related to leave bank, including but not limited to accurate processing and record keeping, and meeting deadlines for payroll department processing

Assist with intake calls for the Employee Crisis Fund

Assist with ADA identification and review process

Maintain secure destruction of confidential files, as set forth by the records retention policy

Develop proficiency in use of benefits management software used by the district

Contribute to team effort by assisting other departmental areas, and cross train to provide back-up assistance for other individuals in the Benefits & Risk Management department

Follow all rules, regulations, and policies of Plano ISD and follow directives from supervisors

Follow attendance policy as assigned by supervisor

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Perform other functions that may be assigned by the Administration and/or supervisor

Equipment Used:

Computer, copier, fax, printer, scanner, telephone, 10-key calculator, folding machine

Working Conditions:

Mental Demands:

Ability to multitask; work with frequent interruptions; be a self-starter when need arises; ability to communicate effectively (verbal and written); maintain emotional control under stress; maintain a positive attitude while dealing with problems and complaints; reading; ability to perform basic math; ability to meet established deadlines

Physical Demands/Environmental Factors:

Frequent standing, stooping, bending, kneeling, pushing and pulling; prolonged use of computer and repetitive hand motions; prolonged sitting; Occasional lifting up to 50 pounds; occasional travel to various Plano ISD sites

Acknowledgment:

Any work related experience or additional education/training resulting in acceptable proficiency levels in the above-required knowledge, skills, and abilities may be an acceptable substitute for the above-specified education and experience requirements at the sole discretion of District Administration.

Approved By: W. Noel McBee, Compensation Coordinator **Date:** 06/04/18

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. District administration and/or my supervisor have the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates I understand and acknowledge my job description.

Employee Signature: _____ **Date:** _____