



REVISED: Submitted:
10/26/2024 10/15/2024

JOB TITLE:	ADVISOR EMPLOYEE BENEFITS
DIVISION	HUMAN RESOURCES
SALARY SCHEDULE/GRADE:	IA, GRADE 8
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8614
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Assists with various employee benefits activities including counseling employees and processing insurance enrollments, changes, and payroll deductions. Provides excellent customer service by answering benefit and retirement related questions by phone and walk-in visitors. Compiles benefit related reports and files.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides excellent customer service to employees, vendors, and guests by handling phone calls, answering questions, and assisting walk-in visitors to the department as it relates to benefits

Assists in counseling employees regarding benefit options and retirements, both certified and classified

Distributes and reviews employee benefit information and assists employees and applicants with processing enrollments, forms and payroll deductions for benefit plans

Assists in calculating early retirement benefit compensation

Assists in implementation of the retirement benefit compensation programs (early retirement, TRS and CERS) including preparation, processing and maintenance of appropriate applications, reports and records

Assists in the annual open enrollment process including counseling employees, assisting employees with making enrollments and changes, and processing enrollments and changes

Collaborates with other departments including but not limited to; Human Resources, Payroll and the Leave Center as it relates to benefits

Compiles and maintains employee benefits reports

Completes all trainings and other compliance requirements as assigned by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This work is completed in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Two (2) years' experience in business and office setting
Excellent customer service skills
Good computer skills
Effective communication skills

DESIRABLE QUALIFICATIONS
Specialized training in insurance enrollment and processing
Working knowledge of laws, statutes, regulations, policies, and procedures related to benefits
Experience in a diverse workplace