

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
SENIOR BENEFITS REPRESENTATIVE - 1257

DEFINITION:

Under direction, to supervise the work of a group of Benefits Representatives performing specialized and complex employee benefits work; to resolve the more complex and sensitive problems and issues; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the first-level supervisory class in the Benefits Representative series. Incumbents of this class typically supervise a group of clerical subordinates, including one or more Benefits Representatives II performing a variety of employee benefits functions.

*** EXAMPLES OF DUTIES:**

- Plans, directs, and supervises subordinates performing a variety of employee benefits functions involving interpreting plan documents and IRS guidelines, interacting with employees and providers, and performing complex calculations for withdrawals, paybacks, and claims reimbursements;
- May participate in the work of the section;
- Resolves the more complex and sensitive account and public relations problems;
- Researches and corrects processing errors;
- Maintains quality control by spot-checking work performed by subordinates;
- Develops, reviews, and modifies work procedures for the unit;
- Selects, schedules, and trains subordinates and rates their work performance;
- Maintains records and prepares reports.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Three years of full-time clerical experience, including one year of experience performing a variety of benefits-related clerical work at a level of responsibility equivalent to the City of San Diego's classification of Benefits Representative I or higher.

- * EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**