

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
BENEFITS REPRESENTATIVE I

DEFINITION:

Under general supervision, to perform specialized clerical work in processing a variety of transactions under the City's benefit plans; to perform accounting clerical work to reconcile and balance financial records under these plans; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Incumbents typically perform similar duties as the Benefits Representative II class, but are not expected to perform with the same level of independence and discretion, nor to make decisions on benefits coverage issues and claims reimbursements. Neither are these positions required to perform difficult and involved calculations to ensure that contributions, benefit allocations and other similar transactions are in accordance with tax rules and regulations. In a training capacity, positions classified at this level may be underfilled in accordance with the City's Career Advancement Program.

* **EXAMPLES OF DUTIES:**

- Determines employee eligibility for benefit plan coverage;
- Processes enrollments and changes in insurance plans;
- Provides information regarding provisions of plan documents and benefit coverage;
- Explains filing procedures, policies and plan provisions to employees;
- Serves as liaison between employee and insurance carrier/provider to discuss and clarify problems regarding plan coverage;
- Performs a variety of clerical accounting tasks involved in reconciling, balancing and maintaining accounting records for assigned plans;
- Identifies discrepancies and takes corrective action, including resolving billing discrepancies;
- Maintains manual and computer records and fiscal records subject to audit.

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 Announcement for updated minimum qualifications.

One year of clerical experience, **AND** six months of experience processing employee benefits applications and claims, which must include determining employee eligibility; explaining coverage and limitations of benefits, plan documents, and filing procedures; acting as liaison with plan carriers/providers on behalf of employees; and maintaining related financial records subject to audit.

- * **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.