Newport News Public Schools
Job Description

Job Title: Benefits Technician
Supervisor: Coordinator, Benefits & Compensation

Position Code: 4N35
Pay Grade: 23

Job Classification: Non-Exempt
Contract Length: 245 Days

Job Summary
Position performs a variety of functions to include processing benefits changes, FMLA and COBRA requests, answering telephones, and answering inquiries and responding to inquiries.

Essential Duties
1. Responds to general questions regarding benefit information. Provides basic information to employees on benefit plans and plan revisions/options.
2. Assists employees and retirees with processing changes to their benefits through Employee Self Service and prepares forms as needed.
3. Processes FMLA and Short Term Disability
4. Maintain COBRA processing and files.
5. Files and maintains benefits related documents in personnel files.
6. Schedules appointments and meetings as needed.
7. Assists with Annual Benefits Open Enrollment and Life Event changes.
8. Provides help to other staff members during periods of heavy workload.
9. Maintains a high level of confidentiality.
10. Models nondiscriminatory practices in all activities.

Other Duties
1. Performs other duties as assigned by the Coordinator, Benefits & Compensation or appropriate administrators.
2. Provides back-up coverage for the Human Resources Reception Desk as needed.

Job Specifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills, and/or Abilities Required)
Must possess a high school diploma or equivalency. Some college coursework preferred. Some experience in a human resources and/or benefits department is preferred. Knowledge of FMLA and COBRA laws and procedures is strongly desired. Must possess knowledge of standard office practices, procedures, customer service skills, data entry and clerical techniques. Must possess a demonstrated record of success in dealing with the public in a front office position. Must be proficient in Microsoft Word and Excel. Previous MUNIS experience preferred. Must possess the ability to handle a considerable amount of detail and successfully complete multiple, simultaneous tasks in a fast-paced environment. Must possess excellent communication skills necessary to positively interact with visitors, administration and employees. Ability to advance with changing technology as it becomes available.
Working Conditions and Physical Demands
Duties are performed in an office environment. Must be able to sit for long periods of time. Work involves physical effort encountered in normal, everyday office activities. While performing the duties of this job, the employee is occasionally required to carry light items and pull boxes weighing up to 25 pounds; and bend, stoop, or reach to setup materials.

The physical requirements described herein are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

SUPERVISION EXERCISED: None

SUPERVISION RECEIVED: Coordinator, Benefits & Compensation

This job description in no way states or implies that these are the only duties to be performed by this employee. The Benefits Technician will be required to follow any other instructions and to perform any other related duties as assigned by the Coordinator, Benefits & Compensation or other appropriate administrators. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

________________________________________  ________________
Supervisor                                      Date

________________________________________  ________________
Employee Name (Print)                   Signature              Date

jsa 5/7/13