

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Benefits Clerk	<u>CLASS NUMBER:</u> 60102	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Human Resources/Benefits & Wellness	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A4	<u>POSITION CONTROL #:</u> 060422
<u>POSITION LOCATION:</u> 373 S. High St., 25 th FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Employee Benefits Sup (060420)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Benefits Clerk classification is to answer and resolve initial and ongoing benefit customer service inquiries and provide input and review of the customer service database.

JOB DUTIES:

Answer and resolve initial and ongoing benefit customer service inquiries including telephone, walk-in, and electronic mail from employees, agencies and vendors. Assist member liaison with vendors. Provide daily input and review of customer service database. Assure that changes and transfers are recorded on the on-line enrollment system for the purpose of correcting errors or requesting exceptions.

Monitor qualified life event requests made by employees. Request appropriate supporting documentation for life events from employees requesting changes. Approve/disapprove requests once documentation is received. Maintain file for basic life insurance. File documentation received to support qualified life events. File documentation regarding termination and COBRA notices into reports. Retrieve, open, sort, and distribute mail for the department.

Log child support orders and incoming qualifying life event forms. Provide back-up to the Employee Benefits Coordinator and the benefits portion of new hire orientation. Prepare new benefit package. Assist with vendor correspondence and preparation of communication materials. Monitor employees and agencies to ensure they have sufficient and up-to-date benefit program materials. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge office practice and procedures; agency policy and procedures. Skill in typing; equipment operation. Ability to copy records precisely without error; complete routine forms; maintain accurate records; arrange items in numerical or alphabetical order; sort items into categories according to established methods; work alone on most tasks; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High School diploma or GED with six (6) months office administration or clerical experience.

Additional Requirements

No special license or certification is required.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described

in the position description.

Employee Name

Employee Signature

Date