

OCCUPATIONAL GROUP: Human Resources

CLASS FAMILY: Employee Benefits and Payroll

CLASS FAMILY DESCRIPTION:

This class family includes those positions that specialize in the provision of advice and assistance to employees and their respective agencies on State employee benefits as well as handling day to day payroll issues. These positions also may act as a liaison with benefits providers.

CLASS TITLE: Benefits and Payroll Support Specialist 1

DISTINGUISHING CHARACTERISTICS:

These positions, at the full performance level, provide retirement members with benefit estimates and educate members of their retirement options or provide support in the process of agency payroll. They would not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Uses agency specific programs to calculate and verify total service, member salaries and contributions to assure the final calculations are correct, accurately and timely.
- Meets with members to provide counseling; provides retiring member with accurate data and forms; prepares and processes benefit estimates to members anticipating retirement.
- Reconciles benefit invoices and keeps information current.
- Uses agency specific programs to survivor benefits; verifies computation of death benefits and calculates total amount to be issued.
- Audits and balances Public Employees Retirement System annuity payroll tax totals monthly and annually.
- Reviews time sheets, work charts, wage computation and other information to detect and reconcile payroll discrepancies.
- Processes paperwork for new employees and enters employee information into the payroll system.
- Verifies attendance, hours worked, pay adjustments and posts information onto designated records.
- Records employee information, such as exemptions, transfers and resignations to maintain and update payroll records.
- Compiles employee time, production and payroll data from time sheets and other records.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state laws related to area of assignment.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of agency specific software programs.
- Knowledge of basic mathematical concepts.
- Knowledge of office procedures, practices, and methods.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent...

Experience: Two to three years of full-time or equivalent part-time verifiable experience related to business or office support.

Education and/or Experience Substitution: Bachelor's degree from a regionally accredited college or university may substitute for the experience on a year-for-year basis. OR Business or vocational school training may substitute for the experience on a year-for-year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Benefits and Payroll Support Specialist 2

DISTINGUISHING CHARACTERISTICS:

These positions work at full-performance level to provide retirement members with benefit estimates and educate members of their retirement options or serves as the agency point of contact for all employee offered benefits or maintains specialized medical plans for the State Police uniformed officers. They serve as lead workers, assigning and reviewing work of others and provide training to others. These positions would not typically have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Uses agency specific programs to calculate and verify total service, member salaries and contributions to assure the final calculations are correct, accurate and timely.
- Ensures members continuity of care by providing authorization of treatment and assurance of payment according to plan benefit and allowances.
- Provides help to agency employees to enroll in benefits, update changes and maintains enrollment records.
- Coordinates and participates in the annual open enrollment process.
- Speaks with member and providers regarding coverage, scheduling of services and payment.
- Meets with members to provide counseling; provides retiring member with accurate data and forms; prepares and processes benefit estimates to members anticipating retirement.
- Uses agency specific programs to calculate survivor benefits; verifies computation of death benefits and calculates total amount to be issued.

- Reconciles benefit invoices and keeps information current.
- Assigns and reviews the work of others; trains others; answers questions and provides guidance in law, rules, regulations, policies, and procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state laws related to area of assignment.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Knowledge of agency specific software programs.
- Knowledge of basic mathematical concepts.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate effectively both orally and in writing.
- Ability to lead the work of others.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent...

Experience: Three to four years of full-time or equivalent part-time verifiable experience related to business or office support.

Education and/or Experience Substitution: Bachelor's degree from a regionally accredited college or university may substitute for the experience on a year-for-year basis. OR Business or vocational school training may substitute for the experience on a year-for-year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Benefits and Payroll Support Specialist 3

DISTINGUISHING CHARACTERISTICS:

These positions perform full performance work preparing and process payroll functions for an agency. These positions have responsibility to maintain all data files, reports and payments related to payroll. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Reviews time sheets, work charts, wage computation and other information to detect and reconcile payroll discrepancies.
- Processes paperwork for new employees and enters employee information into the payroll system.
- Verifies attendance, hours worked and pay adjustments and posts information onto designated records.

- Computes wages and deductions and enters data into computers.
- Records employee information, such as exemptions, transfers and resignations to maintain and update payroll records.
- Processes and issues employee paychecks and statements of earnings and deductions.
- Keeps track of leave time: such as vacation, personal and sick leave for employees.
- Compiles employee time, production and payroll data from time sheets and other records.
- Distributes and collects timecards each pay period.
- Issues and records adjustments to pay related to previous errors or retroactive increases.
- Provides payroll reports for the agency and for state and federal requirements.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of administrative and clerical procedures and agency specific software.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits and personnel information systems.
- Knowledge of economic and basic accounting principles and practices and the analysis and reporting of financial data.
- Ability to communicate effectively both orally and in writing
- Ability to choose the right mathematical methods or formulas to solve a problem.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to human resources, accounting or payroll.

Education and/or Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Benefits and Payroll Coordinator

DISTINGUISHING CHARACTERISTICS:

These positions oversee the work of a unit of 3-4 employees that process transactions and provide support services for members of a benefit plan or assists a supervisor of a larger unit performing the same type of oversight duties. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Serves as a liaison between state employees, state human resources staff and various providers as a point of contact for agency employees who have inquiries, difficulties with claims, payments or need assistance in understanding benefits coverage.
- Oversees daily operations of the unit and staff: approves attendance and leave, assigns and reviews work; provides training.
- Reviews and audits accounts for members of the benefit plans and makes adjustments as needed.
- Interprets and provides guidance on benefits, coverage and contract provisions to employees and agency human resources staff.
- Conducts analysis's that can be used as input for key reports in designated program area.
- Ensures that data and records are kept in a manner which is user friendly and can be readily accessed and utilized.
- Ensures compliance of programs with relevant federal and state laws.
- Reviews, interprets and executes court orders, grievance settlements, back pay settlements, employer error reporting and appeals.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state government organization and state legislative processes and practices.
- Knowledge of business management principles.
- Knowledge of accounting and finance related practices.
- Ability to analyze and evaluate work processes and procedures and make improvements or changes where necessary.
- Ability to communicate effectively, both orally and in writing.
- Ability to analyze data and to research and investigate various issues in order to arrive at probable solutions.
- Ability to read, interpret and apply state and federal retirement statutes.
- Ability to lead, plan and direct the work of others.
- Ability to coach and counsel others.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Two to three years of full-time or equivalent part-time verifiable experience in human resources, accounting or payroll.

Education and/or Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Benefits and Payroll Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions supervise professional and clerical staff in a unit that performs transactional processes in the areas of benefits or payroll processing and provide support to employees and members of various benefit plans. These positions may serve as point of contact for their agency in other HR related functions. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises, coaches and mentors a staff; approves leave and attendance, evaluates staff performance, evaluates operations and procedures of the unit; provides personnel counseling and coaching as performance dictates; determines need for training and staff development; provides staff with training and/or training opportunities.
- Serves as a liaison between state employees, state human resources staff and various providers as a point of contact for agency employees who have inquiries, difficulties with claims, payments or need assistance in understanding benefits coverage.
- Reviews, interprets and applies state and federal retirement statutes, regulations and policies of the benefit plans.
- Translates and communicates statutory requirements to internal and external customers.
- Reviews and audits member/retiree accounts for the purpose of making decisions on matters that are beyond the scope of staff and updates member accounts on computer systems as needed.
- Reviews, interprets, and executes court orders, grievance settlements, back pay settlements, employer error reporting and appeals.
- Drafts proposed legislative statute/rule changes.
- Compiles data and prepares reports reflecting the operational status of the unit.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Business Management principles
- Knowledge of state government organization and the state legislative processes and practices.
- Ability to read, interpret and institute federal and state laws and rules.
- Ability to lead and direct the work of others and coach and counsel employees.
- Ability to consult with internal and external contacts regarding benefit related matters.
- Ability to analyze and evaluate work processes and procedures and make improvements or changes where necessary.
- Ability to draft legislation and legislative rules.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to five years of full-time or equivalent part-time verifiable experience in human resources, accounting or payroll including one year in a supervisory capacity.

Education and/or Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Employee Benefits Director

DISTINGUISHING CHARACTERISTICS:

This position performs advanced level administrative and supervisory duties overseeing the benefits operations and staff for an agency. This position has significant budgetary and supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Acts in the absence of the Employee Benefits Director Senior of the Agency.
- Reviews, interprets and applies state and federal statutes, regulations and policies of defined retirement benefit plans, health and life benefit plans and contribution plans.
- Reviews, interprets and executes court orders, grievance settlements and back-pay awards.
- Explains and communicates statutory requirements to staff, members, retirees, attorneys and elected officials.
- Speaks and corresponds with members, attorneys, ALJ's regarding benefit plans and issues.
- Gathers case file information, audits for accuracy and testifies at hearings.
- Drafts proposed legislation and legislative rules and testify before legislative committees
- Reviews and approves or denies requests for purchases, agency contracts, leave slips, timesheets and overtime requests.
- Conducts public speaking engagements for payroll clerks, members, retirees, elected officials, Judges, etc.
- Responds to media inquiries and FOIA requests.
- Reviews work of staff; conducts annual evaluations of staff.
- Conducts interviews and hires personnel.
- Attends national retirement organization conferences.
- Assists the CFO with planning annual agency budget.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Business Management principles
- Knowledge of retirement, payroll, accounting, and finance related practices.
- Knowledge of state government organization and the state legislative processes and practices.
- Ability to read, interpret and institute federal and state laws and rules.
- Ability to lead and direct the work of others and coach and counsel employees.

- Ability to consult with internal and external contacts regarding benefit related matters.
- Ability to analyze and evaluate work processes and procedures and make improvements or changes where necessary.
- Ability to draft legislation and legislative rules.
- Ability to assign and delegate work.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience in human resources, accounting or benefits administration including two years in a supervisory capacity.

Education and/or Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis. Graduate level coursework related to human resources or business from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Employee Benefits Director Senior

DISTINGUISHING CHARACTERISTICS:

This position performs highly responsible and complex administrative work in managing and directing the Public Employees Insurance Agency. This position has significant budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manages work directly through managers and supervisors and indirectly through support staff.
- Plans, organizes and directs the work of staff to accomplish the mission and goals of the agency.
- Develops and implements policies and procedures; evaluates and implements internal operations.
- Reviews financials of multiple plans for solvency and makes recommendations.
- Evaluates insurance programs for recommendations related to costs, premiums, benefit levels, etc.
- Briefs and provides reports to Governor, Secretary of Administration and Legislature.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles of public and business administration.
- Knowledge of health care systems and facilities.

- Knowledge of the economic impact of the cost of health care and operating a group insurance health care system.
- Knowledge of health planning, including design and implementation of group health benefit plans.
- Skill in oral and written presentation.
- Ability to direct the work of staff.
- Ability to formulate policies, procedures, and goals and to direct their implementation and maintenance.
- Ability to interpret and apply complex laws, rules and regulations.
- Ability to establish and maintain effective working relationships.
- Ability to evaluate and analyze procedural problems, formulate alternative solutions and make the appropriate changes.
- Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Seven to eight years of full-time or equivalent part-time verifiable experience in public/business administration, health benefits administration, health care administration, hospital administration, finance or insurance administration, which 3 years in a supervisory capacity.

Education and/or Experience Substitution: Graduate level coursework related to human resources or business from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.
