

Human Resource Generalist

Purpose Statement

The job of Human Resource Generalist-Benefits is done for the purpose/s of providing support to the delivery of human resource services with specific responsibility for providing information to employees regarding benefits and negotiated language; and addressing a variety of issues and/or providing general support.

This job reports to Human Resources Manager

Essential Functions

- Administers employee benefit and worker's compensation programs in compliance with carrier contracts (e.g. enrolling new employees, explaining benefit options, organizing benefit fairs, mediating benefit eligibility and payment issues, open enrollment, filing claims, return to work, FMLA, flex plan, etc.) for the purpose of providing maximum coverage to employees within contract specifications.
- Assists personnel, beneficiaries and/or insurance providers for the purpose of verifying eligibility, conveying information and processing claims.
- Communicates with other employees, departments, administrators, etc. for the purpose of providing information and assistance as needed.
- Develops a wide variety of written materials (e.g. forms, procedures, brochures, pamphlets, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Distributes documents (e.g. open enrollment packets, new/change forms, fringe benefit packages, flyers, identification cards, etc.) for the purpose of providing information and proof of insurance coverage/s.
- Informs employees and applicants regarding a variety of procedures and program requirements for the purpose of providing necessary information for making decisions, taking appropriate action and/or referring to someone else if appropriate.
- Interprets contract language and employment regulations for the purpose of ensuring compliance with regulatory requirements.
- Maintains manual and electronic documents, files and records for the purpose of providing accurate information in compliance with established guidelines.
- Maintains a variety of benefit information (e.g. provider contracts, claim files, employee records, etc.) for the purpose of providing an up-to-date reference and audit trail.
- Participates in meetings that involve a range of issues for the purpose of developing recommendations and/or supporting other staff.
- Prepares a variety of reports and related documents for the purpose of providing documentation and information to others.
- Processes a variety of benefit information (e.g. lane changes, FMLA, flex plan, Well Being Group, etc.) for the purpose of completing enrollment/changes within program guidelines, tracking and assisting with over benefits programs.
- Reconciles enrollment forms and billings to employee records (e.g. COBRA, disability, retirement, health, FMLA, etc.) for the purpose of ensuring accurate eligibility and payment information and complying with contract provisions.

- Researches information required to manage assignments including reviewing relevant policies and current practices for the purpose of providing HR administrator with applicable information for developing new programs/services, ensuring compliance with legislative requirements, securing general information for planning and/or responding to requests.
- Researches discrepancies between employee, payroll, benefit provider(s,) and government agencies for the purpose of ensuring accuracy of records and maximizing eligible payments.
- Resolves conflicts with benefit providers for the purpose of verifying eligibility, conveying information and processing claims.
- Responds to written and verbal inquiries from a variety of internal and external sources for the purpose of resolving problems, providing information and/or referring to appropriate personnel.

Marginal Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; preparing and maintaining accurate records; operating standard office equipment; and utilizing pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: benefits practices applied within a school district environment; interpreting contract language; and codes, regulations & laws related to the job functions.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: maintaining confidentiality; establishing and maintaining effective working relationships; communicating with diverse groups; working with detailed information and frequent interruptions; and adapting to changing priorities.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; directing other persons within a small work unit; tracking budget expenditures. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience with increasing levels of responsibility is required.

Education: Community college and/or vocational school degree with study in job-related area.

Equivalency:

Required Testing

None Specified

Certificates and Licenses

None Specified

Continuing Educ. / Training

Clearances

FLSA Status

Exempt

Approval Date

1/15/2021

Salary Grade

PB