



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT

JOB CLASS SPECIFICATION

Certified: 3/22/2023

Senior Benefits Specialist

Pay Scale: B

Level: 12

FLSA Status: Exempt

Job Family: Human Resources

Primary Location: Administration Building

Department Overview

The Department of Human Resources and Talent Development (HRTD) is committed to the recruitment, development, engagement and retention of employees. HRTD performs essential functions to support schools and facilities which include recruiting, hiring, onboarding, training, personnel record keeping, employee relations, and ensuring compliance and equity in the workplace. The department includes the following teams: Elementary, Secondary, Support Services, Recruitment, Operations, Classification & Compensation, Workplace Relations, Performance Management, Talent Development, Employee Recognition, Title IX, Equity & Compliance, Labor Relations, Substitute Management, Employee Benefits and Leave & Disability.

Job Overview

This is highly specialized work in benefits administration of employer-sponsored plans and assistance to employees and benefits vendors. This position requires leadership skills to manage, under the direction of the Division Supervisor, the daily operations of the Employee Health, Wellness and Benefits Division. An employee in this class is responsible for conducting benefit information meetings, responding to first level escalations from employees and vendors, developing and maintaining working relationships with school, county and outside agency personnel, and ensuring that federal, state and School Board mandates are being implemented. Duties are primarily high-level administrative and technical; an employee will be expected to represent the Division in the Supervisor's absence. Work is performed independently and requires excellent judgment and the ability to make subject matter expert interpretations of policies and practices. Work is subject to frequent interruptions and inflexible deadlines; dealing with and resolving critical issues on a regularly.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Responsible for maintaining the daily operations of the Employee Health, Wellness, and Benefits Division
- Administers all employer-sponsored benefits including Medical, Dental, Vision and Prescription coverage, Flexible Spending Accounts, Elective Deferral Programs, Wellness Works! Program and all other voluntary benefits offered
- Collaborates with business units and develops employee communications, including monthly e-magazine articles, and web resources
- Responsible for counseling active and retired employees and resolving complex escalations involving enrollment, eligibility, benefits coverage, and claims
- Researches, analyzes and resolves complex benefits issues affecting eligibility, enrollment, and claims

- Provides quality assurance review of benefits specialist approvals and processing of benefits self-service online enrollments, terminations, and life event system transactions
- Conducts benefits orientations, open enrollment events, wellness screenings, and various benefits and wellness initiatives and assists with assigning roles and responsibilities
- Maintains in-depth knowledge of laws, regulations, policies and industry trends
- Documents and maintains policies and procedures
- Assists in identifying opportunities and continual improvements
- Collaborate with third-party benefit vendors, to review, analyze and assist with timely responses to complex escalations relating to claims and provider network inquiries and issues, customer service quality, invoice/billings, reporting, and audits
- Analyzes data to ensure accuracy for eligibility, enrollment and reconciliation processes
- Performs and audits electronic file transmissions and carrier feeds to vendors which include: connection set up; validating and auditing files
- Reviews, verifies and reconciles payroll benefit deductions, vendor billing/invoices and resolves discrepancies
- Assists with configuration and testing of benefits self-service portal
- Leads the Affordable Care Act (ACA) compliance requirements process to include reporting

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

Bachelor's Degree

Experience

Five (5) years of specialized experience in benefits administration

Licenses and Certifications

Knowledge, Skills and Abilities

- Proven leadership skills
- Knowledge and experience in benefits administration of Self-Funded health insurance programs preferred
- Proficiency with Microsoft Office applications (Excel, Word, Power Point)
- Must be comfortable with creating and maintaining spreadsheets and electronic files, including the ability to create complex formulas and pivot tables
- Must be detailed oriented
- Must have strong oral and written communication skills
- Demonstrated ability to create and deliver presentations to all levels of employees
- Experience with Oracle software or other integrated human capital management system is preferred.
- Spanish speaking abilities preferred

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time.

Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.