

## Job Description

**Position:** Benefits Specialist  
**Department:** Management Services/Human Resources  
**Reports To:** Benefits Supervisor

### **Job Summary:**

This position is under the supervision of the Benefits Supervisor. Benefits Specialist, under limited supervision, is responsible for assisting the Benefits Supervisor with the day to day operations and administration of the organization's benefit plans and relations including retirement plans and FMLA.

### **Essential Job Functions:**

- Administers and coordinates processing of requests for all pension plans, to include: meet with employee to explain process, review forms for accuracy, calculate benefits, prepare paperwork for Committee, bank and employee.
- Coordinates and processes pension benefits or refunds of contributions for those employees leaving employment or losing eligibility to participate in the pension plans.
- Initiates pension and option forms and/or affidavits; arranges for their completion and submission to the Administrative Committee and bank within time limits.
- Processes bills for pension plans for payment. Prepare paperwork for Committee approval and submit to bank within time limits.
- Prepares minutes from quarterly Administrative Committee meetings of bargaining unit pension plans.
- Implements approved pension and section 457 plans and changes by preparing announcement material, booklets and other media for communicating plans to employees. Conducts employee meetings and arranges for enrollment of employees into plans.
- Verifies pension benefit payments from bank for accuracy.
- Generates, compiles and prepares all pertinent data and documents to the appropriate committee, trustee, actuary or auditor as requested.
- Maintains files of pension plan history, pension data, correspondence, reports, and forms. Initiates record keeping and retrieval methods in compliance with government regulations.
- Administers FMLA policy and procedures for organization including sending notices to employees, reviewing documentation for requests, tracking leave taken, and determining eligibility in accordance with law.
- Responsible for monitoring and interpreting federal, state, and local laws as they relate to the Human Resources Department. Maintains compliance with federal and state regulations concerning employment.
- Work with department supervisors to monitor FMLA and other leaves of absence for compliance.
- Monitors employees on leave of absence to include: tracking submission of address notifications, tracking medical updates, reviewing documentation for substantiation, and tracking length of time out of work. Compile and send letters to employees for compliance in accordance with the bargaining unit agreement and personnel policies.
- Coordinates process and prepares paperwork for return of employees out on leave of absence.
- Assists in evaluation of reports, decisions, and results of department in relation to established goals, recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Assists Benefits Supervisor with administration of all benefit plans including medical, dental, life insurance, flexible spending and disability.
- Assist with employee relations including investigations and grievances

- Handle inquiries and complaints to ensure quick, equitable, courteous resolution.
- Participates in staff meetings, orientations and other meetings as requested.
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan
- Performs other related duties as required and assigned.

**Required Knowledge, Abilities and Skills essential to job Functions:**

This position requires an extremely perceptive person, who is capable of relating to individuals at all levels. As unique situations present themselves, the individual must be sensitive to organization needs, employee customer service, and the public image; and a strong understanding and appreciation of a diverse work environment is required. Ability to maintain confidentiality; organize, prioritize and follow-up on work assignments. Excellent writing and grammar skills are required and must be able to produce accurate reports and correspondence. The individual must be able to communicate effectively, orally and in writing, with the public and with employees to exchange and clarify information and to understand the views of others. Must be able to compile and organize data and information and prepare reports from that information. Ability to enter, correct, retrieve and analyze data using spreadsheets and word-processing software. Ability to analyze data from various sources and prepare reports. Extensive knowledge of HRT policies and procedures, rules and regulations is required. The individual must be detail oriented. The individual must be able to work independently and display initiative to perform high level of developmental work required. Ability to use independent judgment and initiative in accordance with the accepted policies and procedures. Extensive knowledge of principals and practices of Human Resources and employee benefits. Extensive knowledge of the Family and Medical Leave Act. Ability to consistently meet daily, weekly and monthly deadlines. Ability to maintain strict confidentiality of information is absolutely essential. Possess critical thinking, analysis, and problem solving skills.

**Required Software Knowledge and Skills essential to Job Functions:**

Proficiency in using computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Software Applications:

MS Windows, MS Word, MS Excel, and MS Outlook. PeopleSoft HRMS and MS PowerPoint

**Qualifications:**

**Training and/or Education:**

Requires any combination of education and/or experience equivalent to an Associate's Degree and two years of experience in benefits administration.

**Required Experience:**

Two years experience working in Human Resources. Individual must successfully demonstrate knowledge and skills in interpretation of federal, state and local regulations.



**Licenses or Certificates:**

Virginia Drivers License

**Special Requirements:**

None

**FLSA Status:**

Non-exempt

**Physical Demands:**

Work includes routine operation of keyboard devices. The physical demands described here are representative of those that 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 to perform the essential functions.

**Unusual Demands:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis. Duties may require some seasonal overtime.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development and Human Resource Departments.