

Job Description

Job Title: Benefits & Wellness Specialist Job Code: 900752 Job Family: Administrative

Pay Grade: JC.15.15 FLSA: Non-Exempt EEO: Office-Clerical

Department/Agency: Treasury and Financial Management Position Number(s): 101650

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

Essential Duties:

- Section 125 benefits administration and Wellness activities: Answers, researches, and provides benefit and wellness information for employee inquiries and requests via Benefits telephone line and email. (e.g., health, dental, vision, flexible spending accounts, health savings accounts, county provided life insurance, optional supplemental life insurance, sick disability, shared leave, deferred compensation retirement program.). Uses these employee interactions to develop communications addressing commonly misunderstood benefit programs and develops communications to address benefit and wellness education needs. Corresponds with employees about initial benefit enrollment, qualifying event changes, and open enrollment options. Maintains correspondence with employees out on leave to coordinate continuation of benefits. Confirms all forms and accurate documentation is received on a timely basis. Assists in the developing and **implementing fitness programs targeted towards specific needs or requirements based on the BoCC approved County's** wellness strategy. Assists in the development, establishing, and monitoring partnerships with local wellness providers (i.e. fitness centers) for applicable services that are not provided by JCPRD. Coordinates educational forums and seminars in conjunction with partner and County programs as well as within the local community (i.e. JoCo cities – Community Center programs). **Provides coaching and guidance to employees, managers, and PPR's by serving as subject matter expert** on employee situations as related to benefit administration. Maintains standard operating procedures for areas of responsibility.
- HRIS: Conducts tasks associated with the Oracle Advanced Oracle Benefits (OAB) processing, maintenance, upkeep, enhancements, etc, such as; Serves as the main point of contact with all benefit providers regarding EDI files. Monitors Operations Tech running of weekly electronic eligibility data files that provides benefit carriers with updated and accurate eligibility data and records. Conducts troubleshooting with Oracle staff when issues and problems arise. Processes complex benefit enrollments and qualifying event changes and any corrections of elections. Engages with OSC team to review, test, and correct any OAB processing issues. Tests new OAB processing and annual open enrollment set-ups. Creates and reports on key analytics or other ad-hoc benefit reporting requests. Participates and assists in managing the annual open enrollment process. Sets up benefit courses in Learning Administrator. Reviews employees' Open Enrollment elections and makes necessary corrections. Assists and provides guidance to Operations Technician to ensure accurate processing of benefit data entry functions.
- Communication Strategist: Maintains communication with employees regarding Benefits & Wellness Conducts and presents New Employee benefits orientation, Open Enrollment, and field questions about the County's benefit offerings. Assists in the development and actual face-to-face presentation of Benefit Roadshow presentations. Develops and creates new presentations as assigned and assists with improving existing presentations, including the provision of charts and graphs. Develops communication tools to enhance understanding of the County's benefit packages. Creates, distributes, and posts employee benefit and wellness flyers and communications to organization. Collaborates with

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Broker's Design Team utilizing their Proof HQ tool to update and design new marketing collateral for employee communications. Coordinates with Health Care Manager and Broker to develop an annual wellness communication plan and schedule to present to the Wellness Committee for approval. Assists in monitoring and review of the 3rd-party Wellness Vendor to obtain, review and organize the Incentive Reports and works with Oracle staff to upload into Oracle. Uses employee interactions to develop communications addressing commonly misunderstood benefit programs and develops communications to educate employees on benefit programs and options. Presents communications strategy to Wellness Coordinators at periodic meetings. Coordinates design, content and distribution of wellness communications with Health Care Manager, Broker and Print Shop; especially the annual wellness postcard and other Wellness Strategy promotions. Provides creativity skills and knowledge of social media and web tools to provide an integral component of design teams to develop communications to launch new programs. Vendor Communication: Maintains communication with vendors regarding eligibility and resolves any eligibility issues, including: Develops new processes with vendors to improve efficiency and streamline operations, when advantageous. Assists in scheduling various health and wellness activities including special events, challenges, health fairs, and health screenings. Coordinates the activities and points earned/incentives paid or managed through a 3rd-party vendor. Assists preparing regular Wellness newsletters and other communications. Audits each vendor's termination reports for accuracy. Initiates and receives communications and correspondence from and with vendors to initiate immediate and necessary corrections of any eligibility discrepancies or missing members. Analyzes origin of any errors/issues, whether JOCO or vendor, and works internally and with vendor to correct.

- Website and Social Media Coordination of Benefit and Wellness (external and internal sites). Develops and updates intranet content for both Benefits and Wellness web-sites to ensure sites are accurate and appealing. Manages and develops all Benefits/Wellness Facebook postings and communications. Markets through membership drives and approves new enrollees to group. Collaborates and strategizes with Benefits and Wellness staff on intranet and social media content, campaigns, and initiatives.
- Works on special projects as assigned by the Benefits Manager and Finance Leadership Team.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

Associate's degree in Office Administration, Business, or a related field; two (2) years of administrative support experience providing benefits-related services in a Human Resources or health-care related environment; and one (1) year of customer service experience, including clerical and/or secretarial experience.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Bachelor's degree in Business Administration, Human Resources Management, or a related field.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

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Physical, Environmental, and Special Working Conditions:

Lifting weight: 30 lbs.

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.