



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**BENEFITS ASSISTANT**  
FINANCE

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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**GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position serves as the first point of contact in the Benefits Division of Finance and is responsible for assisting with the coordination of the City's benefits programs to include, medical, dental, vision, life insurance, deferred compensation, flexible spending accounts, and the wellness program. Reports to the Benefits Manager.

**ESSENTIAL JOB FUNCTIONS**

Answers a large volume of telephone inquiries regarding a variety of general benefits questions. Researches information and responds verbally or in writing as necessary. Receives, reviews, and processes benefits applications. Serves as liaison between benefits administration staff and City employees.

Verifies and updates employee records; maintains benefits information in employee and retiree files; and investigates, analyzes and resolves a wide range of routine benefits issues.

Assists with the preparation of City-wide benefits open enrollment to include the design and preparation of benefit material and literature; organizing, maintaining and updating benefits records and assists with the preparation of employee and retiree workshops.

Verifies, compiles and records statistical and narrative information for the preparation of reports and records utilizing word processing and spreadsheet software; prepares correspondence, records and reports based on data obtained from a variety of sources; and completes routine benefit surveys.

Greets and assists employees visiting the office. Assist with verifying payments for benefits. Provides relief for the Senior Benefit's Coordinator when needed.

Assists with special projects as necessary. Attends benefits seminars and conferences as needed.

Performs other duties as assigned.

**PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- **Employee Benefits** - Knowledge of all pertinent federal and state regulations, filing and compliance requirements to include HIPAA, Section 125, Medicare, Social Security and Department of Labor requirements. Knowledge of benefit contract language and plan designs.
- **Customer Service** - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees, retirees and outside organizations. Effectively responds to and resolves inquiries and disputes.
- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.
- **Critical Thinking** - Strong analytical skills to include using logic and reasoning to understand, analyze, and evaluate routine situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.

## **REQUIRED ABILITIES**

- **Communication** - Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of benefit and insurance issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- **Financial Management** - Ability to perform routine arithmetic, algebraic, and statistical applications to perform benefit and pension transactions.

## **EDUCATION AND EXPERIENCE**

Requires an Associate's Degree in Accounting, Business Management or a related field and 1-2 years of responsible benefit administration experience, or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.

- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.