KING COUNTY LIBRARY SYSTEM
Job Description

Title: Human Resources Specialist (Benefits)

Dept.: Human Resources

Job Code Number: 20412

Reports to: Human Resources Supervisor

Grade Number: 14, Non-represented

Effective Date: December 2014

FLSA Status: Non-Exempt

General Position Summary:
Under general supervision, performs technical, administrative and clerical human resources tasks and assignments in support of the KCLS benefits programs. Within the bounds of law, policies and procedures, provides customer support, accurate advice, procedural guidance and specialized human resources information and assistance to employees, retirees, management and vendors in areas such as medical and retirement plans, leave of absence and other KCLS benefits programs.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Manages leaves of absence, including FMLA, Leave Without Pay, Leave Transfer and Workers Compensation. Works closely with employees, managers and other Human Resources staff on leave of absence procedures. Tracks required paperwork, maintains medical files and confidentiality of included information.

2. Advises and counsels management, employees and retirees in sensitive and confidential areas such as insurance, retirement, disability, leave and other programs.

3. Informs employees of changes in benefits options and programs and provides clarification and interpretation of policies and agreements.

4. Assists employees by determining eligibility for qualifying events and providing guidance on the enrollment.

5. Disseminates benefits package information, including medical, dental, disability and life insurance and retirement plan options to new employees.

6. Creates, designs and implements formal and informal communication, presentations and sessions to groups and individuals related to benefits and related programs.

7. Resolves conflicts with employees and benefit providers related to vendor performance against contract requirements for the purpose of ensuring providers perform as expected and to optimize effectiveness of benefit plans and programs for employees.

8. Coordinates annual open enrollment, Wellness program, annual Service Awards Reception, COBRA administration, retirement orientation sessions, Leave Transfer committee, and other fringe benefits events.
9. Provides statistical reports and research assistance by gathering, preparing and analyzing data and information for use in developing and implementing policies and procedures, determining cost, and assisting in projects.

10. Resolves complex issues, manages compliance requirements and meets necessary deadlines for all claims, inquiries, projects and programs.

Secondary Duties:

1. Serves on various employee committees.
2. Provides backup for related positions.
3. Performs other related duties as assigned.

Communication:

Contacts are frequently made with KCLS staff members and occasionally with retirees and vendors. Contacts are frequently initiated by a third party, regularly are made on the incumbent’s own initiative and occasionally at the supervisor’s request. Position has a requirement to frequently interact with KCLS employees and management on a one-on-one basis and occasionally in group settings. Communications frequently contain confidential/sensitive information necessitating discretion at all times.

Initiative:

Position operates from established and well-known procedures and is responsible for problem solving with others within own department. Existing programs and services may periodically call for innovation, development, design or problem solving, and the job involves a moderate degree of complexity. Position operates with general supervision and recurring work situations are experienced with occasional variations from the norm subject to the supervisor’s review. Decisions are made within specific organizational policy constraints/ guidelines through discussions with own supervisors or coworkers.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. Ability to influence outcomes occurs regularly but is limited to personal interactions with assigned contacts. Consequences of success or failure of job responsibilities (i.e., judgment of eligibility, timeliness) are important for individual staff members’ benefits access and coverage. Position considers own work. Planning responsibilities may include identification of activities in concert with others.

Leadership:

The position is responsible for role modeling and promoting organizational values within own work unit or department and to the third party vendors.
DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from an accredited four-year college or university with a major in human resources, public administration, or a closely related field.
- Two to four years of general human resource experience, including at least one year of employee benefits administration and direct assistance to employees.
- Or an equivalent combination of training and experience that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

Necessary Knowledge, Ability and Skills:

- Considerable knowledge of benefits related applicable federal and state laws and regulations.
- Working knowledge of applicable human resources principles and practices.
- Thorough knowledge MS Office applications, such as Outlook, Word and Excel.
- Working knowledge of HRIS and reporting functions.
- Knowledge of resources relevant to position responsibilities.
- Some knowledge of statistical concepts and basic mathematics.

Ability to:

- Quickly learn, interpret and apply KCLS policies, procedures, methods and systems.
- Maintain awareness of changes in the law regarding all benefit programs and assure compliance with legal and regulatory guidelines.
- Establish and maintain effective working relationships with employees and provide services to staff while maintaining confidentiality, tact and diplomacy.
- Listen, understand and interpret information and concerns received from employees and managers from diverse backgrounds.
- Manage several projects at once and adapt to changing needs.
- Read, speak, write and understand the English language.
- Read, analyze, and interpret legal documents, manuals, agreements and government regulations.

Skill in:

- Understanding, interpreting and communicating complex policies, procedures and protocols.
- Written communication including effective announcements, correspondence and reports.
- Clear and effective oral presentation of ideas and recommendations.
- Researching, compiling and summarizing a variety of informational and statistical data and materials.
- Use of computer hardware and software, particularly HRIS.
Performing elementary statistical and basic mathematical calculations using computer-based programs.

• Applying initiative, accuracy, attention to detail, and organizational skills.

SPECIAL REQUIREMENTS

A valid Washington State driver’s license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit, talk, and hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment.

Advancement Possibilities:
Open depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ____________________________
Director of HR

Final: 10/24/14