



CLASS SPECIFICATION

Class Code: 60018658
Date Established: 07/2019
Last Reviewed: 04/2026
Last Revised: 04/2026
Last Title Change:
FLSA: exempt
Probation: 12 months

SENIOR BENEFITS SPECIALIST

DEFINITION

Under general supervision, provides lead direction, training, and support to assigned staff; performs a variety of specialized duties related to health benefits and supplemental benefit programs; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full-time professional experience supporting the administration of an employee benefits program AND a bachelor's degree from an accredited college or university in business administration, human resources management, or a closely related field; OR equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

SUPERVISION EXERCISED

May exercise lead direction.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Oversee and lead program area by reviewing and recommending improvements in work methods, techniques, systems, and equipment to evaluate and improve effectiveness, efficiency, and utility of operations; develop and update procedures to be used for various program related processes.

Lead assigned program staff, which includes participating in staff selection; providing training in proper work methods and techniques; assigning and reviewing work; and providing input into performance evaluations.

Prepare and develop communication materials including benefit presentations, employee orientations, retiree communications, newsletters, meetings, seminars, and informational packets; work with vendors for accurate and cohesive communications as applicable.

Oversee difficult or specialized processing of employee benefits such as health benefits, workers' compensation, life insurance, long-term disability, and Family Medical Leave Act (FMLA) for County employees, dependents, and retirees.

Plan, develop and implement special projects and assignments in support of program goals and objectives; serve as the lead in projects and events; plan, develop and implement activities and resources such as informational and educational workshops for retirees and employees; research and promote employee wellness initiatives.

Assist in the negotiation of contracts with brokers, consultants, and third-party administrators to provide optimum service within the limits imposed by program structure and fiscal resources, including changes to benefits plans as negotiated by management and employee groups; review contracts and plan documents prepared by brokers and consultants to ensure that terms and conditions are accurate.

Assist in monitoring vendor performance via audits, employee satisfaction, responsiveness, and deliverables; assist in the monitoring and review financial accounts related to the administration of benefits.

Serve as a primary resource for independently resolving benefit issues and problems related to employees, retirees, and outside vendors; provide guidance on plan document interpretation, policies, complaint and claims resolution.

Research and explore new technology options for health benefits related functions, such as plan enrollment or changes, access to network providers and plan documents, and educational webinars to create a centralized benefit platform.

Monitor eligibility reports and enrollment changes to ensure coverage for all eligible participants (including COBRA, dependents, and retirees) in the various benefit programs by reviewing enrollment changes in the County's enterprise system and transferring information electronically to the third-party administrator(s) and other benefit vendors; notify appropriate vendors of any discrepancies to ensure that eligible employees obtain coverage in a timely manner.

Participate in committee meetings; provide data and information to the HR Manager – Benefits as requested to support insurance negotiations.

Coordinate and perform a variety of general office administrative work, such as receiving and screening visitors and telephone calls, scheduling meetings, developing a variety of reports and/or resource materials and establishing and maintaining files.

Perform any and all of the Example of Duties found on the Benefits Specialist job class specification.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department/division policies and procedures.

Comprehensive medical, dental, vision, life and supplemental benefits offered by Washoe County such as flexible spending programs, health savings accounts, wellness programs, deferred compensation plans, employee assistance programs, etc.

Federal, state, and local legislation, rules, and regulations applicable to County benefits programs.

Principles and practices of vendor contract administration, service delivery monitoring, and performance accountability.

Program planning, project coordination, and implementation of employee and retiree benefit events, educational workshops, and special assignments.

Management information systems and software used in the assigned area.

Commercial and self-funded health plan programs.

Ability to:

Train, lead, coach and assist in the development of staff members.

Research, identify and resolve discrepancies in data and information.

Analyze escalated issues and present well-reasoned recommendations, including identification of risks, impacts, and proposed next steps.

Represent the programs, operations and functions of County Health Benefits to staff, management, elected officials, the public, community organizations and other agencies.

Coordinate schedule and logistics of events such as open enrollment, benefit fairs and training programs related to benefit programs.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Employee benefit programs, including familiarity with a variety of coverage and program concepts.

Principles and practices of benefit administration and related programs.

Microsoft Office Suite software.

Research methods, analytical techniques, and process improvement practices applicable to benefits operations.

Ability to:

Evaluate operations, including work processes and procedures, to determine their effectiveness and efficiency.

Read and interpret employee benefit plan documents, state statutes, federal legislation, program rules, regulations, collective bargaining agreements, policies, and procedures.

Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Write correspondence, memoranda, reports, and other documents.

Develop and deliver effective presentations in front of various groups.

Communicate in a clear, concise manner, both orally and in writing; tailoring the message to intended audience.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Establish, maintain, and foster effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Ability to work in a professional office environment. Ability to lift and carry objects weighing up to 30 lbs.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.