



REVISED  
10/26/2024

SUBMITTED:  
10/15/2024

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|-------------------------------|---------------------------|
| <b>JOB TITLE:</b>             | ADVISOR EMPLOYEE BENEFITS |
| <b>DIVISION:</b>              | HUMAN RESOURCES           |
| <b>SALARY SCHEDULE/GRADE:</b> | IA, GRADE 8               |
| <b>WORK YEAR:</b>             | AS APPROVED BY THE BOARD  |
| <b>FLSA STATUS:</b>           | NON-EXEMPT                |
| <b>JOB CLASS CODE:</b>        | 8614                      |
| <b>BARGAINING UNIT:</b>       | CLAB                      |

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| <b>SCOPE OF RESPONSIBILITIES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Assists with various employee benefits activities including counseling employees and processing insurance enrollments, changes, and payroll deductions. Provides excellent customer service by answering benefit and retirement related questions by phone and walk-in visitors. Compiles benefit related reports and files.                                                                                                                                                                                                                                  |
| <b>PERFORMANCE RESPONSIBILITIES &amp; EVALUATION CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Provides excellent customer service to employees, vendors, and guests by handling phone calls, answering questions, and assisting walk-in visitors to the department as it relates to benefits                                                                                                                                                                                                                                                                                                                                                                |
| Assists in counseling employees regarding benefit options and retirements, both certified and classified                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Distributes and reviews employee benefit information and assists employees and applicants with processing enrollments, forms and payroll deductions for benefit plans                                                                                                                                                                                                                                                                                                                                                                                         |
| Assists in calculating early retirement benefit compensation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Assists in implementation of the retirement benefit compensation programs (early retirement, TRS and CERS) including preparation, processing and maintenance of appropriate applications, reports and records                                                                                                                                                                                                                                                                                                                                                 |
| Assists in the annual open enrollment process including counseling employees, assisting employees with making enrollments and changes, and processing enrollments and changes                                                                                                                                                                                                                                                                                                                                                                                 |
| Collaborates with other departments including but not limited to; Human Resources, Payroll and the Leave Center as it relates to benefits                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Compiles and maintains employee benefits reports                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Completes all trainings and other compliance requirements as assigned by the designated deadline                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Performs other duties as assigned by supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Regular, predictable performance is required for all performance responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>PHYSICAL DEMANDS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| This work is completed in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.                                                                                                                                                                                                                                                                                                  |
| This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). |
| <b>MINIMUM QUALIFICATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| High School Diploma or G.E.D.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Two (2) years' experience in business and office setting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Excellent customer service skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Good computer skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Effective communication skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>DESIRABLE QUALIFICATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Specialized training in insurance enrollment and processing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Working knowledge of laws, statutes, regulations, policies, and procedures related to benefits                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Experience in a diverse workplace                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>FOOTNOTE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |