SENIOR EMPLOYEE BENEFITS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for coordinating and performing a variety of activities in the administration of the Ulster County Health Insurance programs and other benefit programs for active employees and retirees. The position requires familiarity with the rules, regulations and/or policies that prevail in the administration of these programs. The incumbent provides assistance and guidance to active employees and retirees concerning entitlements under benefits as established in collective bargaining agreements and personnel policies. The employee is also responsible for providing informational summaries and data for use in making collective bargaining and/or other policy decisions related to benefit administration issues. The work is performed under the direct supervision of the Personnel Director or Designee with leeway allowed for the exercise of independent judgment and initiative in work methods. Difficult technical or policy problems are referred to the Personnel Director, Director of Employee Relations and the Administrator-Civil Service and Personnel Services for decision or review of judgment. Supervision may be exercised over the lower-level staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Coordinates and conducts orientation of new employees advising them of health insurance options and their eligibility for health insurance coverage during and after employment, retirement information and other employee benefits provided for County employees;

Assists employees in health insurance sign-up procedures, following through by notifying appropriate insurance carriers and payroll personnel;

Responds to inquiries regarding health insurance coverage, health benefits, rates, claims, etc., and contacts insurance carriers regarding eligibility and various problems that arise;

Coordinates and organizes open-enrollment activities for benefit plans and employee benefit fairs;

Meets with employees who previously declined health insurance or whose benefit status is changing to advise of health insurance options;

Meets with employees and retirees needing assistance in filing health insurance claims;

Notifies employees on an annual basis of options and/or changes in health insurance coverage, including insurance buy-out and open-enrollment period;

Notifies retirees of options and/or changes in health insurance coverage, including change in rates, coverage, etc.;

Ensures the County's compliance with requirements under the Consolidated Omnibus Budget Reconciliation Act (COBRA);

Coordinates and administers a variety of wellness programs and seminars;

Notifies employees and insurance carriers of termination of health insurance, provides for any necessary refunds and makes necessary adjustments to health insurance reports, as needed;

May assist in analyzing benefit proposals and other benefit information for use in negotiating employee benefit proposals in conducting collective bargaining pursuant to the provisions of Article XIV of the New York State Civil Service Law;

Assist in the training of new employees.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of health insurance benefits; good knowledge of employer responsibilities under COBRA; good knowledge of retirement benefits, eligibility requirements, retirement procedures and retirement system informational resources; working knowledge of State and Federal regulations and mandates and their impact on health insurance benefits; skill in disseminating information of a complex nature to others; ability provide summaries and briefings of benefits information for use in policy-making determinations; ability to maintain accurate and complete records and reports; ability to understand and interpret statistical reports; ability to understand and interpret complex written material; ability to maintain a high degree of confidentiality; good judgment; resourcefulness; dependability; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Possession of a Bachelor's Degree in Business Administration, Healthcare Administration, Healthcare Management, Human Resources, Public Administration or a closely related field and two (2) years of full-time paid, or its' part-time equivalent, work experience in a position responsible for providing information on employee benefit plans, including employee health insurance programs, COBRA benefits and retirement benefits; **OR**

B. Possession of an Associate's Degree in Healthcare Administration, Healthcare Management, Human Resources or a closely related field and four (4) years of full-time paid, or its' part-time equivalent, work experience in a position responsible for providing information on employee benefit plans, including employee health insurance programs, COBRA benefits and retirement benefits; **OR**

C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid, or its' part-time equivalent, work experience in a position responsible for providing information on employee benefit plans, including employee health insurance programs, COBRA benefits and retirement benefits; **OR**

D. An equivalent combination of training and experience as described in A, B and C above.

ULSTER COUNTY Adopted: July 9, 2026
6153 SR EB CD
Classification: Competitive
6152 SEBCD HLP
Classification: Non-Competitive
Grade: 16
Union: CSEA