

Middletown, CT Job Description

Classification Title	Insurance/Benefits Coordinator
Job Code	
Department	Office of General Counsel
Union Group	AFSCME 466
FLSA Status	
Pay Grade	

PURPOSE OF POSITION

The purpose of this position is to coordinate insurance/benefits programs and ~~to~~ perform ~~complex~~ secretarial and administrative work, ~~in support of the Risk Manager. The work is performed under the direction of the Risk Manager.~~

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Enrolls new employees in medical/dental and life insurance programs. Maintains insurance files for employees and retirees. Makes changes to coverage where applicable. ~~; communicates directly with City employees, retirees, outside agencies and the public regarding City insurance programs.~~ Assists employees and retirees with insurance matters including unpaid medical bills, coverage questions and claim inquiries.
- ~~Notifies and assists employees with annual open enrollment.~~ Receives and enters workers' compensation claims. Maintains individual files on claims, OSHA log and year end OSHA reporting.
- ~~Maintains and updates OSHA 200 form for all workers' compensation injuries; compiles and prepares yearly OSHA reports as required. Maintains current Certificates of Insurance for vendors contracted to provide services to the City. Maintains vehicle and property inventory by department and notifies insurance carriers of changes.~~
- ~~Prepares COBRA letters and receives, records and deposits COBRA payments. Prepares purchase orders as required.~~ Ensures timely payment of bills and workers' compensation pay outs. Tracks line items in budget for possible transfers of funds or appropriations.
- ~~Processes third party liability claims filed against the City and enters them into the Risk Management database; processes and enters new workers' compensation claims and auto accidents. Processes all indemnity payments for accepted workers' compensation cases.~~ Maintains database of Certificate of Insurance for vendors doing

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business with the City. Receives requests for and reaches out for updates to expired certificates. Maintains log of contract approvals.

- ~~Analyzes and processes insurance invoices for payment in the City's computerized accounting system.~~
- ~~Compiles reports on motor vehicle accidents and workers' compensation injuries for safety meetings~~Responds to inquiries from the public, employees and retirees. Coordinates assigned tasks with other departments as necessary. Assists Risk Manager as requested.
- ~~Establishes and maintains filing systems and databases for insurance programs.~~
- ~~Coordinates exit process for employees leaving City employment.~~
- ~~Receives, notes and communicates medical restrictions provided by medical personnel in regards to workers' compensation injuries.~~
- ~~Analyzes and prepares annual life insurance review for all employees.~~
- ~~Provides back up legal secretarial support for the City Attorney's Office as needed.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

~~High school diploma or equivalent with vocational/technical training in Secretarial Science or a related field with five years of related experience or any combination of education and experience that provides equivalent knowledge, skills and abilities.~~Associate's degree and experience in the insurance field.

~~Appropriate education substitutions can be made.~~

Other

- Microsoft Office Certification

PREFERRED QUALIFICATIONS

-None.

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KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships. Knowledge of workers' compensation laws~~
- ~~Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome. Requires the ability to act as a lead person. Knowledge of insurance coverages~~
- ~~Requires the a~~Ability to utilize a variety of reference, descriptive and/or advisory data and information such as financial statements, insurance policies and applications, claims, reports, contracts, procedures, guidelines and non-routine correspondence.
- ~~Requires the ability to communicate orally and in writing with the Risk Manager and all Department personnel, all City employees/retirees, insurance companies, medical providers, and the public. Must possess strong organizational skills~~
- ~~Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.~~
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Perform mathematical computations such as addition, subtraction, multiplication, division. Calculate percent distributions, increase rates, and similar computations.
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone

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- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Adapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- Ability to Satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.~~

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- ~~Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, and textures associated with job-related objects, materials and tasks.~~

Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

WORKING CONDITIONS

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ~~Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.~~

Position requires stooping, kneeling, crouching and reaching.

The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Date created:	03/08/15
Dates revised	