

Code: 1569

Title: HUMAN RESOURCES TECHNICIAN II

SUMMARY: Performs paraprofessional support work in the centralized Pima County Human Resources Department. Receives and processes required documentation for enrollment, termination, modification and claims for benefit programs and insurance. Benefits programs can include all forms of insurance offered by the county, such as medical/dental benefits, retirement benefits, COBRA, ICA, short/long-term disability (STD/LTD) and related programs. It is distinguished from departmental Insurance/Benefits Representatives who process benefits-related documentation for submission to Human Resources, in addition to their other duties. This classification is distinguished from the Human Resources Technician III classification by its emphasis on insurance and benefits programs.

DUTIES/RESPONSIBILITIES: Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.) [NOTE: "Clients" refers to current or retired county employees or other eligible individuals or their agents.]

Counsels clients on options available within various benefits programs;
Receives and reviews client-submitted benefits-related paperwork, forms, and supporting documentation to determine completeness and accuracy, and may assist clients with needed corrections;
Receives, processes, verifies and records employment action documentation, such as Personnel Action Forms (PAFs);
Maintains required security and confidentiality of all information encountered or created during the course of business;
Receives, processes and accounts for payments received from clients for benefits premiums and related financial transactions;
Reviews and audits reports and claims from contractors/vendors/service providers and identifies discrepancies for management attention;
Prepares routine benefits-related correspondence for approval by supervisor/manager;
Maintains comprehensive activity records and provides periodic reports to supervisor/manager;
Assists in the training of departmental Benefits/Insurance Representatives in the processing of benefits-related documentation;
Assists departmental Benefits/Insurance Representatives in resolving problems with the processing of benefits-related documentation;
Represents the Benefits unit at open enrollment meetings and other/similar presentations;
Assists supervisor/manager in the preparation and distribution of informational materials, forms and related materials for open enrollment activities;
Creates, prepares and maintains common departmental and confidential client benefits records, per requirements of county, state and federal laws, rules, regulations, policies and procedures;
May assist clients with resolution of benefits problems with insurance providers/vendors by direct contact with providers/vendors.

KNOWLEDGE & SKILLS:

Knowledge of:

- scope and content of county-provided insurance and related programs;
- business English and basic statistical calculation;
- research techniques and reports writing;
- principles and techniques of client counseling;

- county processes/procedures for calculation, collection and accounting for funds;
- departmental, county, state and federal laws, rules and regulations for the creation and maintenance of sensitive client-related documentation.

Skill in:

- interpreting requirements for assigned county-provided benefits and insurance programs;
- counseling clients on benefits plans and identifying options available;
- assisting clients in the preparation of required documentation for benefits plan coverage and modifications of same;
- communicating effectively;
- maintaining required security and confidentiality of information created or encountered during the course of assigned duties;
- conducting basic research, compiling data, and preparing reports for management consideration;
- creating and maintaining client files in compliance with county, state and federal laws, rules and regulations;
- use of computer-based resources to create, track and report information and activities;
- assisting departmental Benefits/Insurance representatives in processing of benefits-related documentation and the resolution of client problems with benefits providers;
- creating and delivering benefits-related information to clients, management and affected parties.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Four years of experience performing personnel and human resources clerical or paraprofessional support activities that include at least one year of experience in processing employee benefits-related documentation. (An Associate's degree or at least 60 semester hours from an accredited college or university with a major in personnel, human resources, business, management or a related field may be substituted for two years of general experience.)

OR:

(2) Two years of experience with Pima County in a clerical or paraprofessional classification in a personnel or Human Resources functional area, which included at least one year of experience in processing employee benefits-related or employment-related documentation. (An Associate's degree or at least 60 semester hours from an accredited college or university with a major in personnel, human resources, business, management or a related field may be substituted for two years of experience.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver's license at the time of appointment or prior to completion of initial/promotional probation. Some positions may require fluency in English and a second language, as determined by the Appointing Authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.