

CLASS TITLE: INSURANCE SPECIALIST

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for analytical and administrative work involving comprehensive City insurance and related programs/systems, including coordination of health and wellness development programs, performing other related assigned duties as needed.

ESSENTIAL TASKS:

- Supports cost/benefit research and the analysis of proposed and current benefit options, including policy and procedure development and benefit survey analysis
- Creates and oversees health and wellness programs to meet the needs of the City of Tulsa employees, including new employee orientation, fitness classes and fitness incentive programs
- Analyzes, monitors, reconciles and submits data for various benefit programs utilizing financial and enrollment reports
- Implements strategies with the Information Technology Department and/or third party vendors to develop system procedures to enhance the effectiveness of programs and processes and after implementation, leads and trains support staff on benefit administration systems, carrier enrollment systems, digital imaging systems, and various processes or programs
- Establishes and maintains a detailed record keeping system to evaluate program effectiveness, establish improvement goals and provide progress reports to management
- Provides administrative support staff services to boards and committees, including the Post Employment Health Plan (PEHP)
- Monitors programs to determine effectiveness and presents proposals, while ensuring benefit compliance with contracts, agreements and federal regulations
- Develops and implements employee communication programs, counseling individual participants on various benefits and acts as a backup in the absence of the Insurance Coordinator
- Resolves and coordinates transactions between the employee, City and vendors
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business or public administration, human resources management or a closely related field and three (3) years' experience in benefits and/or retirement program development or administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the methods, practices and techniques used in the administration of comprehensive benefits, wellness and retirement programs; considerable knowledge of accounting procedures and practices; and considerable knowledge of computer software and database systems. Ability to communicate effectively verbally and in writing; ability to work independently and multi-task; ability to make complex mathematical calculations; ability to develop benefit processing systems using acceptable accounting procedures; ability to plan, implement and coordinate benefit programs, including wellness and retirement plans; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; frequent carrying up to 20 pounds with occasional carrying up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

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WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting. In some positions may require attendance at meetings and other events at field offices throughout the City

Class Code: 1516

EEO Code: N-02

Pay Code: AT-36

Group: Clerical and Administrative

Series: Personnel Management

Effective Date: February 1, 2017