

CIVIL SERVICE COMMISSION WATERBURY, CONNECTICUT

OPEN COMPETITIVE EXAM #2280

OPEN COMPETITIVE EXAMINATION FOR: BENEFITS ASSISTANT

SALARY: \$23.37 ~ \$31.11 per hour Non-Exempt, 35 hrs./wk. (NOTE: New hires start at the beginning of the range)

FRINGE BENEFITS: Choose from available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan, Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation Days; paid Sick Days; paid Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained by visiting our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 & **must be on file by 4:50 p.m. on:**

UNTIL SUFFICIENT APPLICATIONS ARE RECEIVED

IMPORTANT:

1. **Veterans** – Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** – Five (5) Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

EXAMPLES OF WORK: (Illustrative and not all inclusive)

- Verifies that forms and documents submitted by employees and/or retirees are complete and signed;
- Processes enrollments and benefit changes to ensure payroll deductions and carrier details match and are correct which may include data input to multiple/varied databases;
- Answers questions about the City's Benefit Plans;
- Maintains complete, accurate records and ensures an adequate paper trail in retiree, payroll and personnel files as related to benefit issues;
- Provides ongoing support to retirees;
- Collects and maintains records of medical premium payments;
- Communicates between employees/retirees and insurance carriers to resolve coverage issues and ensure medical claims are handled consistent with City medical plan designs;
- Conducts regular Orientation presentations for new employees and occasional offsite presentations for City benefit programs;
- Maintains the Pension & Benefits Department web page;
- Develops ad hoc reports, maintains internal reports, ability to create Excel workbooks, link spreadsheets, as needed;
- Performs other benefit related functions as requested;
- Maintains call-log which documents calls and actions taken;
- Assists with various billing reports to ensure proper payment;
- COBRA processing;
- Performs other related work as required or directed.

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REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

- Well-developed knowledge about the administration of Pension & Benefit Plans;
- Ability to read and understand State and Federal laws, union contracts, benefit plan descriptions, the City Ordinance and Charters as they relate to benefit programs;
- Excellent verbal skills;
- Ability to correspond with employees, retirees and vendors; excellent grammar, writing skills;
- Comfort with public speaking and answering questions in a large group setting;
- Ability to prioritize and handle multiple and complex tasks in order to meet deadlines;
- Ability to organize and update Pension & Benefits webpage (add/remove documents);
- Ability to work well with others within a small team environment;
- Ability to perform math calculations;
- Ability to use standard office equipment; copiers, FAX machine, phones, computers.
- Ability to utilize MS Office products (Excel, Word, Outlook)
- Ability to process information in a Human Resources Information System (HRIS) preferably Infor (also known as Lawson).

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:

Associate Degree or 60 college credits and at least three (3) years' work experience in a Finance or human resources office or B.A. and at least two (2) years of experience in a finance or human resources benefits office. In the absence of an Associates' degree or 60 college credits, at least five (5) years progressive work experience in a human resources/employee benefits position.

LICENSURES, CERTIFICATIONS AND OTHER REQUIREMENTS:

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position. The position is covered under the Waterbury City Employees Association Union. Days and hours of work are Monday through Friday 8:30 a.m. to 4:30 p.m. Note that some flexibility may be required. Presentations may be earlier or later than standard work hours and during open enrollment, hours may begin at 8:00 a.m. and end at 4:00 p.m. in order to service customers. **WORK ENVIRONMENT:** Pension & Benefits is located in City Hall. This is a professional office environment; business casual dress is acceptable. **TRAVEL:** Local travel only. Employees are spread throughout the City and presentations or meetings may require travel to sites away from City Hall.

**COPIES OF APPLICABLE DOCUMENTS (DIPLOMA OR TRANSCRIPTS)
MUST BE SUBMITTED AT TIME OF APPLICATION**

This position is covered under the written agreement between the City of Waterbury and the White-Collar Union. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination. **APPEAL PROCESS:** An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER
E.O.E. M/F/H/V
EEOB Utilization Report available upon request

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WORKING CONDITIONS, PHYSICAL AND MENTAL REQUIREMENTS

Employees appointed to positions in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files or boxes of files, open filing cabinets and bend or stand on a stool as necessary. May be required to help transport materials to presentations or health fairs. This would include helping to set-up displays; move boxes of give aways, printed flyers, etc.

| NEVER (N) 0 % of Shift | OCCASIONALLY (O) 1-33% of Shift | | | | FREQUENTLY (F) 34-66% of Shift | CONSTANTLY (C) 67-100% of Shift | | | |
|----------------------------------|---|----------|----------|----------|--|---|----------|----------|----------|
| Working Conditions | N | O | F | C | Working Conditions | N | O | F | C |
| Physical Demands | | | | | Depth Perception | | x | | |
| Standing | | x | | | Color Distinction | | x | | |
| Walking | | x | | | Peripheral Vision | | x | | |
| Sitting | | | x | | Driving | | x | | |
| Lifting | | x | | | Physical Strength: | | | | |
| Carrying | | x | | | Little Physical Effort (-10 lbs.) | | x | | |
| Pushing | x | | | | Light Work (-20 lbs.) | | x | | |
| Pulling | x | | | | Medium Work (20-50 lbs.) | x | | | |
| Climbing | x | | | | Heavy Work (50-100 lbs.) | x | | | |
| Balancing | x | | | | Very Heavy Work (100+ lbs.) | x | | | |
| Stooping | | x | | | Environmental Conditions | | | | |
| Kneeling | x | | | | Cold (50 degrees F or less) | x | | | |
| Crouching | x | | | | Heat (90 degrees F or more) | x | | | |
| Crawling | x | | | | Temperature Changes | x | | | |
| Reaching | | x | | | Wetness | x | | | |
| Handling | | x | | | Humidity | x | | | |
| Grasping | | x | | | Extreme Noise or Vibration | x | | | |
| Twisting | x | | | | Exposure to Chemicals | x | | | |
| Feeling | x | | | | Exposure to Gases and Fumes | x | | | |
| Talking | | | | x | Exposure to Unpleasant Odors | x | | | |
| Hearing | | | | x | Exposure to bodily fluids | x | | | |
| Repetitive Motion | | | x | | Exposure to dampness | x | | | |
| Hand/Eye/Foot Coordination | | | | x | Confinement to Small or Restricting Area | x | | | |
| Visual Acuity/Near | | | x | | Mechanical Hazards | x | | | |
| Visual Acuity/Far | | | x | | Physical danger or abuse | x | | | |

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The City of Waterbury 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 encourage both prospective and current employees to discuss potential accommodations with the City when necessary.