

SENIOR PERSONNEL ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work of a moderately complex nature in establishment and maintenance of civil service and personnel records such as roster records, reports of personnel change, applications, payrolls, etc. Duties include processing enrollments and changes for health insurance plans and other benefits programs. Considerable contact with the public is required. Work is performed under general supervision of the Personnel Officer or other higher level personnel staff. Supervision may be exercised over subordinate clerical personnel. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Establishes and maintains personnel files and records;
Checks and verifies personnel changes for conformance to Civil Service Rules and Procedures;
Reviews payrolls and vouchers for completeness, correctness of entries and verifies for civil service certification;
Secures information from records for resolving employment and civil service status questions;
Performs research duties in the preparation of reports requiring information from various personnel files;
Explains the various health, dental, life, long term disability and worker's compensation programs to new and current employees;
Ensures all eligible employees are appropriately enrolled in the proper benefit programs;
Informs employees regarding changes in insurance plans and coverages;
Responds to all inquiries regarding benefit programs;
Maintains required records and correspondence regarding the benefit and insurance programs, including but not limited to cost data, eligibility requirements, current enrollees, etc.;
Maintains records for employees or former employees who are on direct payment and/or eligible for continuation of benefits under COBRA and follows up on a regular basis on the status of these individuals;
Prepares required paperwork for the payment of premiums and handles medicare reimbursement for eligible enrollees in the Health Insurance program;
Assists in the processing of claims and helps in resolving related problems;
Monitors all Worker Compensation claims in cooperation with the County Risk Manager;
Types letters, memoranda, eligible list certifications and routine reports;

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May compose routine letters in response to inquiries from the public;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the basic clerical procedures involving personnel transactions; good knowledge of the methods and procedures used in record maintenance and the processing of benefit transactions; good knowledge of the various benefit plans offered by the municipality; good knowledge of office terminology, practices and procedures; good knowledge of Civil Service Law and Rules; ability to type at an acceptable rate of speed; ability to follow oral and written instructions; ability to communicate well; tact and resourcefulness in dealing with people; initiative.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a comparable diploma and four (4) years of clerical experience which shall have included at least two (2) years in the processing of personnel transactions or processing employee benefits transactions.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.