Job Title: Benefits Assistant

BCAT Code: 09TX42  Effective Date: April 1, 2007
Pay Grade: G11  FLSA Status: Non-Exempt  Revision Date: July 1, 2013

General Description
Provides broad and general administrative support for the Benefits office, such as basic customer service and assistance, processing employee benefit enrollments, and processing tuition remissions.

Examples of Duties
- Provides general information to customers on employee benefits.
- Reviews and verifies the data supplied by customers on benefits forms and documents.
- Processes Consolidated Omnibus Budget Reconciliation Act (COBRA) documents, tuition remissions, Metropolitan Atlanta Rapid Transit Authority (MARTA) cards, and other routine employee benefits.
- Performs other administrative duties, such as managing supplies, typing, photo copying, and managing department calendars.
- Assists with special projects as assigned.
- Coordinates daily deliveries, mail pick up and the distribution for the Benefits department.
- Maintains knowledge of new and existing guidelines and procedures for new and existing benefits at the Benefits office.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of office policies and procedures.
- Knowledge of basic computer operations and software, such as spreadsheets, word processing, databases.
- Effective time management and organizational skills.
- Effective oral and verbal communication skills with external and internal customers.
- Ability to multi-task, pay attention to detail, and exhibit excellent customer service.

Minimum GSU Hiring Standards
High school diploma or GED and two years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.