Job Title: Payroll/Benefits Deduction Specialist

BCAT Code: 09TX20  Effective Date: February 1, 2007
Pay Grade: G12    FLSA Status: Non-Exempt  Revision Date: July 1, 2013

General Description
Provides professional level benefits consultancy on benefits related matters, such as retirement, health insurance, Metropolitan Atlanta Rapid Transit Authority (MARTA) card, Consolidated Omnibus Budget Reconciliation Act (COBRA), tuition remission, flexible accounts, bonds, etc., to staff, faculty, and students.

Examples of Duties
- Assists customers on all employee benefits program options with routine to complex information.
- Enrolls participants and customers on their final selections from the employee benefits program options.
- Verifies the data supplied by customers on the benefits forms.
- Consults with customers and documents adjustments when necessary.
- Coordinates and implements deductions designated by the customers from payroll.
- Researches and tracks customer satisfaction while planning and implementing quality initiatives.
- Coordinates and reviews vendor applications and compliance.
- Prepares reports and maintains customer records.
- Maintains knowledge and best practices in the field.
- Performs other professional level benefits related duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of Human Resources Management System (HRMS).
- Knowledge of garnishments rules, and benefits plans preferred.
- Knowledge of retirement planning administration.
- 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 three years of related experience; or a combination of training and related experience. Preferred Qualifications: Bachelor’s degree in Human Resources, Business or a related field.

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.