



memo:

**** PLEASE POST ****

TO: All PEF Offices
FROM: Human Resources
DATE: October 31, 2024
RE: USW Vacancy

In accordance with Article 23(A) of the PEF/USW Agreement, please be advised that the following vacancy may be applied for in writing:

Position: Insurance Benefits Associate
Location: MBP – Albany, NY
Category: 9 (USW)
Salary: \$55,847.00 – Hiring Rate (minimum)
\$74,642.00 – Step 5 (maximum)

PEF retains the right to increase the starting salary based on experience.

Interested members of staff are invited to submit their resume in writing to:

Office of Human Resources
Public Employees Federation
1168-70 Troy-Schenectady Road
PO Box 12414
Albany, NY 12212-2414
or by e-mail to HR@PEF.org

Qualifications and job description are attached.

cc: Statewide Officers
Regional Coordinators
Trustees
USW 9265 President

NYS PUBLIC EMPLOYEES FEDERATION
POSITION DESCRIPTION

Position Title: Insurance Benefits Associate

Department: Membership Benefits (MBP) - Insurance

Category: USW - 9

Position Summary: Under the direction of the MBP Insurance Executive, the Insurance Benefits Associate will perform a complex level of assignments related to insurance products. Tasks will include, but not limited to, responding to written and verbal communications, resolving member inquiries, preparing narrative and statistical reports, reviewing insurance billing, and processing applications for all insurance products and related insurance deductions. Travels extensively throughout NYS discussing insurance products and MBP products and services.

Qualifications: Bachelor's degree, or an Associate's degree and 2 years of experience in group insurance benefits administration, insurance call center and/or member service organization or 4 years of experience in group insurance benefits administration, insurance call center and/or member service.

Must be proficient in Microsoft Office Suite. Must demonstrate good written and verbal communication skills. Must demonstrate the ability to analyze, problem solve and provide attention to detail. The ability to travel to various work locations including those not accessible by mass transportation.

Key Functions:

1. *Identifies and initiates appropriate action to resolve complex member complaints and inquiries in a timely manner.
2. *Prepares written communication and reports.
3. *Coordinates with Insurance/MBP vendors to resolve issues related to MBP insurances.
4. *Coordinates and monitors workflow regarding claims in conjunction with department policies and procedures.
5. *Ability to understand and interpret multiple benefit options.
6. *Ability to review insurance billings
7. *Ability to travel statewide and discuss insurance products and MBP products and services.

8. *Processes insurance applications, changes, and deductions.

9. *Must have the ability to lift 50lbs.

10. *Consistent reliable attendance.

11. *Perform other duties as assigned.

** Identifies essential function/fundamental job duty.*

CREATED: 7.6.2024

APPROVED: 10.30.2024