

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DGS06618565
POSITION NO: 235826
POSITION TITLE: Benefits Clerk

DATE POSTED: 09/03/19
CLOSING DATE: 9/16/2019 5::00 AM

DEPARTMENT NAME / WORKSITE: Insurance Services Department/Employee Benefits / Window Rock, AZ
WORK DAYS: Mon - Fri REGULAR FULL TIME: GRADE/STEP: AR56A
WORK HOURS: 8 am - 5 pm PART TIME: NO. OF HRS./WK.: _____ \$ 21,320.00 PER ANNUM
SENSITIVE SEASONAL: DURATION : _____ \$ 10.25 PER HOUR
NON-SENSITIVE TEMPORARY:

DUTIES AND RESPONSIBILITIES:

Answers telephone calls at main switchboard; responds to client inquiries regarding employee benefits; greets and assists clients; assists staff with enrollment of new clients, terminations, and changed request forms; assists with verbal presentations/orientations of benefit information; duplicates presentation materials to include required documents, forms, letters, beneficiary designation forms, pamphlets, etc.; types correspondences and memorandums; timely filing of documents in alphabetical order or other appropriate methods as specified; disburses checks to clients to include verification with sufficient identification; maintains Confidentiality and Privacy of all information pertaining to clients' protected information and documents; receives, sorts, records, and distributes incoming mail, faxes, emails, and scanned documents to appropriate staff and department/programs, directs clients to appropriate vendors such as life carrier, claims administrator, supplemental carrier, etc.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- High School Diploma or G.E.D. and two (2) years responsible office support experience in a benefits, insurance, personnel (human resources) office or related field; or an equivalent combination of education and experience.

Special Requirements:

- A favorable background investigation.
- Valid State Driver's License.

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Ability to read and interpret life and health insurance policies, technical procedures, and other related regulations. Ability to write business correspondence, ability to present information and respond to questions from clients, customers, carrier and claimants. Skills in managing confrontation situations and negotiations in a professional composed manner. Ability to collect data, compile data for presentations and reports. Ability to organize and prioritize tasks. Work independently with limited supervision. Professional telephone skills. Familiarity and ability to operate personal computer in Windows environment. Strong written and verbal communication skills.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.