Human Resources
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Benefits Specialist Senior

JOB CODE	JOB FAMILY	PROFILE
JCP324	**Human Resources**	**Benefits Specialist Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**September 21, 2026**

The Senior Benefits Specialist handles all inquiries regarding County insurance and benefits to ensure employees receive appropriate coverage and assistance with insurance-related issues and concerns. This classification plans, coordinates, and implements the annual countywide open enrollment process. The Senior Benefits Specialist possesses in-depth knowledge of employee benefits as well as the federal and state laws that govern them.

The role participates in new employee orientation and covers all aspects of employee benefits, including health, dental, and vision insurance, the Family Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), and other leave-related benefits. The position is also responsible for maintaining and retaining confidential departmental records and files in accordance with applicable policies and standards.

Job Description

DUTIES AND RESPONSIBILITIES

- Coordinates and administers all leaves of absence, including but not limited to Family Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), Military Leave, and Leave Without Pay (LWOP); maintains confidential records, correspondence, and documentation for employees on leave.
- Informs and educates employees on plan changes, updates, eligibility requirements, enrollment processes, and other relevant modifications; ensures compliance with federal and state laws and proper plan adherence.
- Provides employees with information and guidance on plan provisions to support informed decision-making.
- Assists employees with Short-Term Disability (STD) and Long-Term Disability (LTD) application processes.

- Prepares statistical reports regarding demographics and plan utilization.
- Coordinates annual open enrollment periods, including form collection, vendor collaboration, and communication of plan changes.
- Communicates and works with vendors daily or as needed to resolve enrollment or claims issues.
- Assists employees in filing for retirement through the Public Employees Retirement Association (PERA) and disability-related retirement through PERA and Social Security.
- Conducts training on County benefits, FMLA, pre-retirement planning, Military Leave, and other topics as requested by management or stakeholders.
- Provides quality customer service to employees and external customers regarding benefit plans, eligibility, and enrollment; responds to inquiries via phone, email, or in person in a timely manner.
- Assists in the administration of the County's Educational Assistance Plan.
- Plans, coordinates, and implements the annual open enrollment process in collaboration with vendors; prepares and distributes benefits materials to all County employees.
- Coordinates and schedules informational meetings across the County to ensure benefit program changes are clearly communicated, presents benefits information to both new and current employees.
- Plans, coordinates, and facilitates Pre-Retirement PERA Seminars three times annually.
- Collaborates with the Benefits Manager to develop benefits-related policies and procedures; recommends, implements, and ensures compliance with approved changes.
- Supports the Benefits Manager in implementing departmental goals and objectives.
- Provides ongoing reports and feedback to the Benefits Manager on progress toward goals and objectives.
- Coordinates, researches, and enters data for medical, dental, vision, life, deferred compensation, and supplemental insurance benefits; ensures timely COBRA notifications for separated employees and dependents losing coverage.
- Develops, coordinates, prepares, edits, and submits confidential reports as requested by management.
- Ensures compliance with eligibility requirements and accurate processing of reimbursements; assists in identifying fraudulent claims and calculating insurance premiums and deduction adjustments.
- Maintains accurate data entry, retrieval, and record maintenance for employee benefit transactions within the Human Resources Information System (HRIS).
- Handles sensitive and confidential records, plans, documents, and decisions in accordance with confidentiality protocols.
- Performs a variety of duties related to employee benefits; duties may vary by position and will be determined by the amount of time spent on each responsibility.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Bachelor’s Degree in Human Resources, Business Administration, Public Administration, or related field.
- Five (5) years of related work experience in Human Resources benefit programs as it pertains to the purpose of the position.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Most essential duties are performed indoors in a temperature-controlled environment.
- Indoor working surface is even and may be carpeted or a tiled floor.
- Indoor surfaces are typically dry and may involve the use of stairs.
- Works alone primarily, with or without directions.
- Works with a group at times and with a select team at times.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes a telephone, a computer terminal, a computer printer, a computer keyboard, a photocopy machine, a fax machine, and a calculator.
- Materials and products handled while performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.
- May be required to drive a county vehicle in the course of duty.