



Classification Title: Benefits Technician

Department:	Human Resource Services	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	24
Supervision Received From:	Supervisor, Benefits	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	11/2019 (reclassification)

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs routine to complex technical and administrative support activities in support of the District's pre- and post-tax benefits plans in compliance with all legal and regulatory requirements; assists and provides information to employees and retirees on the requirements and use of their plan coverage and options; performs routine to difficult case management functions and serves as an advocate in resolving coverage and cost issues in the best interests of the District and its employees; participates in the oversight of the District's workers' compensation program.

DISTINGUISHING CHARACTERISTICS.

The Benefits Technician performs a variety of technical and administrative support duties in administering the District's employee benefits and workers' compensation programs. This classification is distinguished from the Supervisor Benefits class by the latter's responsibility for oversight and administration of all District health and wellness programs, including supervision of assigned staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Participates in administering the District's comprehensive pre- and post-tax benefits program, including health plans, long-term disability and deferred compensation plans; interprets and explains Internal Revenue Service (IRS) code and other legal and regulatory requirements governing the use and administration of pre-tax benefit plans; administers health, life, long-term disability voluntary insurance plans and retirement plans offered through a variety of carriers and providers; performs Consolidated Omnibus Budget Reconciliation Act (COBRA) plan administration responsibilities including conducting open enrollment, establishing accounts and billing participants for required premiums to ensure compliance with legal and regulatory requirements.
2. Interprets, explains and applies technical knowledge for complex benefit plan requirements and procedures to employees and beneficiaries; serves as liaison and advocate with external plan administrators to resolve benefits concerns and coverage/payment problems in the best interests of the employee and the District; guides employees or beneficiaries regarding claims, coverage and eligibility issues; tracks and makes employee arrangements for premium payments during Family Medical Leave Act (FMLA), short-term disability (STD) and long-term disability (LTD) leaves.
3. Plans, organizes and conducts annual benefits program open enrollments and as-needed new hire benefits orientation and enrollment processes; prepares and distributes general benefits communication materials; organizes and coordinates open enrollment meetings; calculates new premium schedules; distributes benefit plan descriptions, promotional

materials and notices in compliance with legal and regulatory requirements; explains, interprets and advises employees regarding employee benefit plan coverage, eligibility for benefits and claims procedures; for new hires and employee open enrollment changes, verifies employee, retiree and dependent plan eligibility and accurate completion of enrollment forms; processes enrollments in PeopleSoft and with insurance carriers; enters or oversees the entry of employee enrollment and plan change data.

4. Processes District retirement plan enrollments; informs current employees and District retirees about policies, procedures, and retirement law, including available benefits and options; assists retirees with health insurance enrollment changes.
5. Initiates documentation for employee leave plans, tracks required medical and personal certifications; prepares payroll adjustments; transitions short-term leaves to longer leaves as appropriate; ensures compliance with applicable leave regulations..
6. Consults with and advises employees, their beneficiaries, retirees, the public, external agencies and vendors, and District unions on the interpretation and application of laws, rules, policies and procedures related to benefits and retirement services.
7. Analyzes monthly carrier and provider premium billing statements; identifies and resolves billing discrepancies; reconciles the District's premium contributions against payroll deductions; authorizes payment of billing statements, including remittance of the District's premium contributions; makes payment arrangements and tracks premium payments for employees in without-pay status; may receive and deposit payments; assists with the reconciliation of payments to employee benefit vendors and retirement contributions.
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9. Drafts a variety of correspondence and communication materials; develops, maintains and prepares certificates as required by the Health Insurance Portability and Accountability Act (HIPAA) or by carriers for other purposes; completes employer statements and works with disability plan administrators in reviewing claims submitted.
10. Files workers' compensation claims; takes initial reports of injury; preliminarily determines employer responsibility; sets up claimant files; acts as a liaison between employees, workers' compensation insurer and medical providers; assists in the timely processing of medical bills and claims; coordinates return-to-work and absentee information with the applicable department, employee and Payroll to ensure prompt payment of benefits.
11. Maintains District records regarding tuberculosis screening for employees; tracks and notifies employees of required tuberculosis test dates.
12. As requested, serves on assigned committees and serves as the recorder; takes and transcribes meeting minutes; schedules meetings, and prepares and posts agendas and meeting notices.

Marginal Functions:

1. Provides backup and administrative support for other department staff as requested.
2. Maintains and updates the department website as it relates to the assigned area.
3. May provide guidance and direction to student and short-term employees.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of employee benefits administration experience.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

Completion of college-level coursework in human resources, business administration or related field from an accredited college or university.

Knowledge of:

1. Principles, practices, methods and techniques of benefit program design and administration, including eligibility determination, enrollment, claims processing, benefits reporting and insurance/benefit plan recordkeeping.
2. Federal, state and local laws and regulations governing the administration of pre- and post-tax benefit plans and maintenance of plan/employee records.
3. Standard employee benefit plan contract and coverage provisions and requirements.
4. California Labor Code and workers' compensation law.
5. Medical and technical terminology used in the medical and legal fields regarding industrial injury and illness cases.
6. Payroll and audit methods and procedures.
7. Maintenance of medical claims files and records.
8. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
9. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
10. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
11. Research methods and data analysis techniques.
12. Provisions of the California Public Records Act and the Ralph M. Brown Act.
13. Federal, state and local laws, regulations and court decisions governing area of assignment.
14. Enterprise software, general accounting systems and associated systems, practices and procedures for processing information and interpreting input and output data.
15. Modern office practices, procedures and equipment including computers and applicable software programs.
16. Basic recordkeeping practices and procedures.

Skill in:

1. Analyzing complex benefits issues and problems, evaluating alternatives and make appropriate decisions and recommendations.
2. Understanding, interpreting, explaining and applying complex insurance and benefit plan laws, regulations, contract provisions, policies and procedures.
3. Understanding, interpreting, explaining and applying basic provisions of workers' compensation laws.
4. Composing clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
5. Making calculations and tabulations and accurately processing and reviewing fiscal and claims-related documents.
6. Tracking statistical information utilizing complex spreadsheets and databases.
7. Communicating clearly and effectively, both orally and in writing.

8. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
9. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
10. Organizing and maintaining specialized files.
11. Maintaining confidentiality of files and records.
12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
13. Exercising tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
14. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.