

EMPLOYEE BENEFITS TECHNICIAN

DEFINITION

Assists new, active, retired, and terminated employees with the orientation, selection, change, and contract issues involved in the main District health and welfare benefits including voluntary deductions. Performs computerized clerical tasks concerning financial recordkeeping and reporting. Assists in the interpretation of insurance contracts, laws, and program benefits for academic and classified employees.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received from the Payroll Supervisor.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Communicates with insurance company representatives clarifying contract and billing issues; resolves discrepancies or disputes working with District employees, companies and broker.

Balances invoices with deduction registers; creates billing for self-insured policies; prepare voucher request for payment and mail to company; resolve complex billing errors.

Meets with new employees for benefit orientation and enrollment process.

Coordinates annual open enrollment; distributes informative material, processes change applications.

Processes and maintains records for retiree health benefits.

Maintains computerized enrollment records for District medical, dental, vision, life insurance, and various voluntary payroll deductions; reconciles and prepares all payments to appropriate companies.

Disseminates information verbally and in writing, maintain records and answer inquires related to District Insurance Plan, COBRA, enrollment procedures, employment procedures, employee eligibility claims and employee coverage changes.

Keeps statistical records; report census and other pertinent information to broker.

Maintains confidentiality of all insurance and/or medical records.

Acts as a District resource person regarding insurance plans and District insurance contracts when necessary.

Attends meetings or act as a committee liaison on all matters related to District insurance.

Selects, trains, evaluates and maintains schedules of student workers.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Terminology, procedures, and computation used in financial recordkeeping.

Insurance contract language, terminology and billing procedures.

Computer software applicable to position duties.

Interpersonal skills and interpersonal professional relationships in a multi-cultural environment.

Ability to:

Communicate effectively in a multi-cultural environment.

Operate computer terminal and use various software.

Resolve complaints and answer claim inquiries.

Generate computer reports; keep accurate financial records; meet deadlines.

Interpret District contract provisions.

Learn and articulate laws, regulations, and District policy pertaining to employee benefits.

Keep confidential records and information.

Comprehend and follow written and verbal directives.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Five years of responsible employee benefit experience.

10 units of accounting.

14 additional units in business-related courses such as computer science, finance or business administration OR three additional years of experience in working with accounting, financial or statistical records.

Computer software experience.

Desirable:

Experience with school and/or college benefit programs.

Bachelor's degree from an accredited college or university with a major in Accounting or Human Resources.