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<b>Position:</b>	Benefits Technician	<b>FLSA:</b>	Non-Exempt
<b>Department/Site:</b>	Benefits	<b>Salary Grade:</b>	19
<b>Reports to/Evaluated by:</b>	Director, Human Resources	<b>Salary Schedule:</b>	Classified

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**SUMMARY**

To participate in the development and maintenance of procedures and functions to ensure the District’s self-funded programs and life insurance benefits are administered according to policy and laws; to initiate and maintain records, billings and correspondence for the District health, life, and worker’s compensation insurance programs; to provide information concerning benefits to District staff; insure eligible members receive maximum benefits available according to contracted services provided, and to provide technical and clerical assistance.

**DISTINGUISHING CAREER FEATURES**

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Collect enrollments, terminations, and change information for maintenance of employee and dependent benefits; enter data for processing.
- Counsel enrolled members on effective use of benefit programs, resolve conflicts; provide support during extensive use for extended illnesses.
- Maintain provider relations, act as District liaison with insurance carriers.
- Provide information on personnel policies, rules and regulations; serve as contact person for District staff, Board members and retirees concerning benefits; update informational brochures and other materials as needed.
- Provide information concerning benefits to technicians for inclusion in interviews and employee orientations.
- Collect and post premiums in accounts receivable ledger; initiate late premium notices; and monitor receipt of late payments.
- Maintain statistical files, charts, and other information relative to District benefit programs.
- Compile reports for federal, local, and private agencies.
- Coordinate the filing of Employee Death claims; distribute necessary forms for claims and enrollment; coordinate the open enrollment process annually.
- Perform related duties and responsibilities as required.

## **QUALIFICATIONS**

### **Knowledge and Skills:**

- Office methods and practices, including filing systems, letter and report writing and maintenance and updating of records.
- Laws, rules, and policies affecting District benefit programs.
- Applicable sections of State Education Code.
- District organization, operations, policies, and objectives.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Operation of a computer terminal and word processing equipment.

### **Abilities:**

- Analyze applications and determine applicant's eligibility for benefit programs.
- Determine and maintain confidentiality.
- Interpret, apply, and explain pertinent laws, regulations, and policies.
- Perform technical and difficult clerical work with accuracy, speed, and a minimum of supervision.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise, and firmness.
- Analyze situations accurately and adopt an effective course of action.
- Collect data and prepare sound recommendations and reports.
- Understand and follow oral and written directions.
- Type at a speed necessary for successful job performance.
- Establish and maintain accurate records.
- Plan and organize work to meet schedules and timelines.
- Operate a computer terminal and word processing equipment.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

**Physical Abilities:** Must be able to function indoors engaged in work of primarily a sedentary nature. Requires the ability to use near visual acuity to write and to read printed materials and computer screens. Requires the ability to use hearing and speech for ordinary telephone conversations and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about various district locations, and to reach work materials. Requires manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

### **Education and Experience:**

Two years of progressively responsible clerical experience including one year of Health, Life and Worker's Compensation Insurance. Two years of progressively responsible clerical experience including one year of Health, Life and Worker's Compensation Insurance. Associates degree preferred. Additional experience may substitute for education.

**Licenses and Certificates:** May require a valid driver's license.