

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: EMPLOYEE BENEFITS TECHNICIAN, Grade 58

DEFINITION:

Under the direction of the Human Resources Manager, coordinate and administer the benefits insurance program for employees and retirees; provide a variety of technical and complex information and assistance to County Office personnel, new and covered individuals, medical and legal professionals, and insurance vendors regarding benefit-related matters.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Determine initial/continuing eligibility and effective dates according to contract provisions for IRC Section 125 optional plans, medical, dental, vision and life insurance coverage for all benefit plan participants including employees, retirees, COBRA qualifiers and eligible dependents.

Coordinate activities for annual open enrollment.

Serve as liaison between plan participants and insurance representatives to assist employees with problem resolution and special needs.

File life insurance claims and coordinate claim settlement and final beneficiary payment.

Enter and maintain premium and employee payroll deduction information on the payroll system.

Prepare monthly insurance vendor reports for health/welfare benefits and the Section 125 plan.

Verify retiree health coverage for Medicare enrollment, compute and maintain records of retiree premium costs and coordinate with payroll on retiree notification for non-payment of premiums.

Maintain accurate and up-to-date computer and manual records of benefit plan and participant data.

Use computer to compile and extract data for internal and insurance carrier requested reports.

File workers' compensation injury reports.

Respond to treatment provider requests for authorization to evaluate employee status and give authorization or make referrals as appropriate to workers' compensation carrier.

Prepare and maintain required logs, reports and related files.

Schedule/coordinate all activities for post-offer and return to work physicals.

Provide general information on County Office policies and procedures, contract provisions for leave time, workers' compensation, and employee benefit information.

Communicate with payroll on leaves of absence affecting benefits, probationary periods and terminations.

NON-ESSENTIAL FUNCTIONS:

Perform related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

A combination of education and experience which clearly demonstrates possession of the knowledge and abilities listed below. A typical qualifying background would include three years of progressively responsible experience in the administration of employee benefits. Experience must include complex record keeping, a high level of interpersonal contact, and independent judgment. College-level course work in human resources, business administration or related field may be considered as partial fulfillment of the work experience requirement.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Employee benefit and insurance programs and procedures, policies and laws necessary to process benefit-related documents

Workers' compensation reporting requirements

Methods of auditing insurance billings

Modern office practices, procedures and equipment

Record keeping techniques

Use of common office computer systems and software

ABILITY TO:

Coordinate and administer the benefits insurance program for all plan participants

Communicate effectively both orally and in writing

Interpret, apply and explain complex rules, regulations policies and procedures

Establish and maintain cooperative and effective working relationships with others

Meet schedules and timelines

Organize and prioritize work

Make arithmetic calculations quickly and accurately

Understand and follow oral and written directions

Analyze situations accurately and adopt an effective course of action

Maintain complex records and prepare reports

Exercise tact and appropriate judgment in dealing with sensitive and confidential material

Work effectively independently and as part of a team with minimum supervision

Exercise appropriate judgment in making decisions

Maintain confidentiality of information

Demonstrate attendance sufficient to complete the duties of the position as required
Complete routine tasks thoroughly, accurately and with attention to detail

WORKING CONDITIONS & PHYSICAL ABILITIES:

Duties are typically performed in an office setting.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

Established	Approved by Personnel Commission	Revised	FLSA Status	Salary Grade
05/1993	May, 1993	04/97; 09/06; 6/19	Non-Exempt	Classified Support Grade 58