

WESTMINSTER SCHOOL DISTRICT CLASSIFICATION STATEMENT

TITLE: **EMPLOYEE BENEFITS TECHNICIAN**

BASIC FUNCTION:

Under the general supervision of the Executive Director of Business Services, assists in the coordination and dissemination of health, welfare and fringe benefits to District employees and retirees.

ESSENTIAL DUTIES:

Enroll eligible employees into District-provided benefit programs.

Counsel, advise and/or answer employees and retirees inquiries regarding available District-provided and optional benefit programs are handled in a quick, equitable and courteous manner.

Serves as liaison between insurance providers and employees.

Provide information regarding costs, coverage, plan terms and conditions, to all eligible employees.

Reviews and reconciles individual vendor accounts, including the identification and correction of discrepancies and processing of documentation for billing and payment.

Enters, updates, reviews, verifies and maintains employee benefit information into a variety of database management systems.

Make changes in voluntary deductions, including health insurance.

Counsels employees concerning retirement benefit options provided by the district.

Ensures the confidentiality of employee files, records and documents as related to employee benefits.

Oversees the administration of Consolidated Omnibus Budget Reconciliation Act (COBRA) and Health Insurance Portability Accountability Act (HIPPA) compliance.

Assures the appropriate notifications are given to employees in accordance with federal regulations.

Prepare and organize materials, information and procedures utilized for open enrollment of employees eligible for District benefits.

Bills new retirees and employees on maternity/medical leave for benefit coverage.

Coordinates activities for District employee benefit fair, flu shot clinic and wellness clinic.

Interprets collective bargaining agreements as related to employee benefits.

Compiles, prepares and submits a variety of reports.

Participates in meetings and provides input to administration as related to employee benefits programs and processes.

Attends workshops and seminars to keep current with the industry, laws and regulations as related to benefits administration.

OTHER REPRESENTATIVE DUTIES:

Responds to questions, concerns, or complaints from employees and other appropriate individuals relative to insurance.

Files records and documents relating to work performed; prepares special reports as required or assigned by supervisor.

Performs other related duties as required or assigned in relationship to essential duties.

ORGANIZATIONAL RELATIONSHIPS:

Supervision: Reports to and receives direction from the Business Services Supervisor.

Internal Contacts: Frequent contact with schools, departments, and district employees.

External Contacts: Some contact with insurance company personnel, some outside vendors, Orange County Department of Education personnel, representatives of other governmental agencies and retired employees.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, methods, procedures and practices of employee benefit programs administration.

Current laws, rules, regulations and governance as applicable to employee benefits program administration, including applicable sections of Education Code, Affordable Care Act (ACA), Consolidated Omnibus Budget Reconciliation Act (COBRA) and Health Insurance Portability and Accountability Act (HIPAA).

Conflict resolution methods and practices.

Computerized database management.

Managing files and records.

Operation of a computer work station, and other office machines.

District organization, operations, policies and objectives.

Appropriate terminology and vocabulary of the assigned department.

Standard American English usage, grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

Interpersonal skills; using tact, patience, and courtesy.

Telephone techniques and etiquette.

Applicable sections of the State Education Code, employee association agreements and other applicable laws.

ABILITY TO:

Understand, interpret, apply and explain applicable laws, rules, regulations, policies, and collective bargaining agreements.

Effectively communicate orally and in writing.

Inform others in a timely manner.

Respond appropriately to the needs of clients.

Effectively manage time, priorities, resources, and assignments to meet deadlines.

Maintain self-control in demanding or difficult work situations.

Identify the central issue of a problem and differentiate relevant from irrelevant information.

Make arithmetic calculations quickly and accurately.

Operate the District's computerized payroll and human resource systems.

Operate a variety of software and email programs.

Maintain records and prepare reports.

Understand and follow both oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Maintain confidentiality and utilize discretion in all communications.

Perform work despite interruptions.

Type at an acceptable rate of speed on a typewriter; operate a computer work station, including equipment and programs.

EDUCATION AND EXPERIENCE:

(1) graduation from high school; including by course work in accounting or financial record-keeping or formal training (i.e. vocational or college) in benefits administration or human resources management is preferred; and (2) three years of technical clerical experience in processing employee benefits transactions and/or providing benefits information. School district or public sector benefits administration experience is preferred.

LICENSES AND OTHER REQUIREMENTS:

None

PHYSICAL DEMANDS:

The employee frequently is required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, and climb or balance, stoop, kneel, or crouch. The employee must occasionally lift and/or move objects up to 20 pounds.

PREPARED BY: Classified Personnel Department DATE: 3/2020

APPROVED BY: Board of Trustees DATE: 5/2020

APPROVED BY: Personnel Commission DATE: 4/2020