

**FULLERTON SCHOOL DISTRICT  
CLASSIFIED PERSONNEL COMMISSION  
Range M2**

**EMPLOYEE BENEFITS PROGRAM COORDINATOR**

**JOB SUMMARY**

Under general direction, plans and coordinates the health, welfare and fringe benefits of District employees and retirees, and coordinates the day-to-day operation of the Employee Benefits work unit.

**DISTINGUISHING CHARACTERISTICS**

This classification differs from the Employee Benefits Technician in that the job incumbent coordinates and oversees the general operation of the Employee Benefits work unit for the District and that the duties and responsibilities are more complex and technical in nature, and thus requires a higher degree of initiative, independence and subject matter expertise. The Employee Benefit classifications differ from other classifications in the technical series in that it requires subject matter expertise in the provision of employee benefits programs and services.

**SUPERVISION RECEIVED AND EXERCISED**

The job incumbent in this classification directly reports to the Assistant Superintendent, Personnel Services. The job incumbent in this classification assigns, monitors and coordinates the work of assigned Employee Benefits staff.

**EXAMPLES OF DUTIES** - Duties may include, but are not limited to the following:

- Plans, coordinates, and oversees activities for trainings, service provider/vendor workshops, conferences, District employee benefits fairs, wellness clinics, committees and meetings for assigned areas of responsibility
- Serves as a liaison between service providers/vendors and District administration to provide and obtain information, collaborate on special projects and coordinate efforts related to employee benefits programs and services
- Interprets and applies District, state, and federal laws, rules, regulation and collective bargaining agreements related to employee benefits programs
- Provides information in researching and identifying current and historical employee and retiree benefits information and provides information to administration as requested
- Answers inquiries from District staff and retirees regarding employee benefits
- Gathers, assesses, evaluates, recommends, plans and implements cost effective programs and services for the District and administration in the areas of collective bargaining, negotiations, District policies and departmental operations as related to benefits program
- Assigns work to staff and monitors, trains and provides input to the job performance evaluations of assigned staff
- Plans, researches, gathers, coordinates and communicates information with insurance brokers in various employee benefits program administration
- Assigns staff, provides direction, and participates in the development of statistical, narrative and specialized reports, and survey instruments
- Composes, prepares and disseminates written and web-based employee benefits information
- Reviews and oversees individual vendor accounts, including the identification and correction of discrepancies, and processing of documentation for billing and payment
- Oversees the maintenance of benefits information into a variety of dedicated database management systems
- Develops policies, processes and procedures related to employee benefits program administration
- Ensures the confidentiality of employee files, records and documents as related to employee benefits
- Attends conferences, workshops and seminars as related to benefits administration

- Performs other related duties as assigned.

### **EMPLOYMENT STANDARDS**

**Education:** AA degree or equivalent college units (60 semester units or 90 quarter units) in business, human resources, or a related field is required. College-level coursework in benefits administration or human resources management is preferred.

**Experience:** Three (3) years of human resources or payroll experience in processing employee transactions. Additional recent and directly related experience above the required minimum may be substituted for college education on a year-to-year basis for up to a maximum of two (2) years. School district or public sector benefits administration experience is preferred.

**Knowledge of:** Principles, methods, procedures and practices of employee benefit programs administration; principles and practices of program management; collective bargaining agreements; principles and practices of contract and vendor negotiation; current laws, rules, regulations and governance as applicable to employee benefits program administration, including applicable sections of the Education Code, Affordable Care Act (ACA), Consolidated Omnibus Budget Reconciliation Act (COBRA) and Health Insurance Portability and Accountability Act (HIPAA); principles and practices of organization, administration and management; conflict resolution methods and practices; office computer software applications, including Microsoft Office Suite and internet-based software programs; computerized database management; basic arithmetic; formal English grammar, spelling, punctuation and word usage.

**Ability to:** Understand, interpret, apply and explain applicable laws, rules, regulations, policies and collective bargaining agreements; research, analyze and interpret quantitative or qualitative data; present clear and organized information in a group setting; effectively communicate information both orally and in writing; effectively control and improve processes and workflow; effectively manage time, priorities, resources, and assignments to meet deadlines; apply deductive and inductive reasoning and logic to generate viable options and make sound recommendations; set performance objectives, provide feedback, and coach performance; display and maintain professional composure in demanding or difficult work situations; effectively lead assigned staff and work unit; participate as a team member in order to meet set objectives; maintain and ensure the confidentiality of employee information; perform accurate arithmetic computations; effectively operate computer and internet-based software applications; keep current on trends in the health benefits industry; provide excellent customer service to others; take initiative; accurately attend to detailed work.

### **PHYSICAL STANDARDS**

*The work environment and physical demands of the positions as described below are representative of those that must be met by an employee to perform successfully the essential functions of this position. Reasonable accommodations may be made to enable individuals to perform the essential functions of this position.*

**Work Environment:** While the job incumbent works in an office environment, this position is in direct contact with the public and other employees through telephone, electronic mails and in-person, requiring the ability to effectively manage constant interruptions while managing a high volume of work. Negative interactions resulting from these contacts can result in stressful situations. The noise level in an office environment is usually quiet.

**Physical Demands:** Primary functions of the position require sufficient physical ability and mobility to work in an office setting as follows: to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push and/or pull objects up to 20 pounds without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to see within normal visual range and hear within the normal audio range with or without correction; to verbally communicate in order to exchange information with others; regular physical attendance at work is an essential requirement of this job class.

*The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals in this job class perform additional duties and additional duties may be assigned.*

Employee Benefits Program Coordinator	
<b>Personnel Action</b>	<b>Personnel Action Date</b>
Adopted by the Personnel Commission:	01/25/2016
Revised by the Personnel Commission:	05/15/2017