Ocean View School District

17200 Pinehurst Lane • Huntington Beach, CA 92647 • (714) 847-2551 • www.ovsd.org

Benefits, Workers' Compensation, and Leaves Specialist

JOB SUMMARY:

Under general supervision and with administrative guidance plans and organizes comprehensive employee benefit programs which includes insurance, leaves, and Workers' Compensation; serves as a liaison with insurance carriers and employees in answering inquiries, resolving problems and communicating benefit coverage. Responsible for the daily operations pertaining to the administration of benefits for the district, specifically insurance, workers' compensation and leaves of absence.

CLASS CHARACTERISTICS:

This is a position having significant responsibility for performing complex specialized work involved in providing employees information about enrollment into District provided benefit programs, (which includes insurance, leaves and workers' compensation). The incumbent exercises a great deal of independent judgment, responsibility and sensitivity in providing highly confidential and sensitive information to carriers, employees and others.

REPRESENTATIVE DUTIES:

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Essential Duties

- Process new, changed and terminated employees regarding benefits including the maintenance of all related systems both manual and automated;
- Maintain accurate records in HR systems related to benefits, workers' compensation and leaves;
- Assist and answer employee questions regarding ~~available~~ District-provided and optional benefit programs;
- Provide information regarding costs, coverage, plan terms and conditions, and coordination of benefits;
- Provide guidance in completion of benefit selection and payroll deduction forms;
- Serve as a liaison between employees and benefit providers in reconciling benefit coverage, payments and resolving eligibility concerns related to dependents of employees;
- Prepare and organize materials, information and procedures utilized for open enrollment of employees eligible for District benefits;
- Coordinate provider participation in annual periods of open enrollment;
- Input, retrieve and monitor benefit information to ensure compliance with State and Federal ~~insurance~~ regulations, district policies, procedures and contracts;

- Review and analyze carrier provided documentation and insurance and benefit contracts and/or booklets for completeness, accuracy and compliance with the District's contract with the provider;
- Receive, reconcile and analyze claim reports, monitor and correct billing errors;
- Post information to logs, records, ~~charts, cards~~ and maintain the employee ~~medical~~ databases for workers' compensation, accommodations, leaves of absence;
- Make appointments, set up meetings pertaining to matters about insurance, workers' compensation, workplace accommodations and leaves between all necessary parties;
- Coordinate and oversee the annual employee open enrollment for employees;
- Administer the Workers' Compensation program for the district, review and process claims, prepare required reports and update case records;
- Obtain, analyze and follow up on confidential employee insurance claims and workers' compensation documentation;
- Research and investigate various aspects of workers' compensation claims filed, and make recommendations as necessary;
- Act as a liaison with several Workers' Compensation related organizations.
- Conduct research and prepare summary reports dealing with employee benefit issues for labor contract negotiations and cost containment;
- Assist other office staff during peak demand periods;
- Input and retrieve information and data and prepare confidential reports, independently compose and prepare related correspondence;

SUPERVISION:

General supervision is received from the Assistant Superintendent, Administrative Services or designee. Supervision is not exercised over other employees.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Types, kinds, structure and operation of employee benefit programs, including familiarity with insurance programs, coverage and claims processing;
- Workers' compensation reporting requirements;
- Rules, regulations, and procedures in processing benefits, including insurance, leaves and workers' compensation documents;
- All regulations and district policies pertaining to insurance, leaves, workers' compensation benefits, including but not limited to HIPAA and California Confidentiality Act;
- Modern office methods, procedures, terms, and equipment used in a personnel office including knowledge of Microsoft Office word processing, spreadsheet, presentation, database, E-mail and internet computer applications;
- Serve as the primary liaison for workers' compensation, coordinating communication and case management with employees, providers, and relevant agencies;
- Coordinate employee leave advisement and the interactive process as the primary liaison between employees and relevant District personnel;
- Public relations;
- Business office telephone techniques and etiquette;
- English usage, spelling, grammar and punctuation;

- Business mathematics;
- Standard record keeping and filing system procedures.

Ability to:
- Perform complex and technical duties in the administration of the district's benefit programs, including insurance, leaves and the workers' compensation program;
- Analyze technical information and make sound judgments and recommendations relating to various district benefits including plans and insurance coverage;
- Provide quality customer service to and deal effectively with a wide variety of personalities in situations requiring diplomacy, courtesy, and credibility;
- Interpret and explain complex insurance and benefit plan information to others;
- Operate various standard and specialized office equipment including a personal computer
- Effectively utilize Microsoft Office word processing, spreadsheet, presentation, data base, E-mail and internet computer applications;
- Keyboard at an acceptable rate to accomplish tasks in a timely manner;
- Work independently utilizing sound judgments and discretion in a variety of situations;
- Carry out oral and written instructions, and plan, organize and prioritize work;
- Effectively and efficiently maintain accurate records and files;
- Establish and maintain effective interpersonal relationships and effectively communicate using tact, patience and courtesy in a manner that reflects positively on the District;
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of applicants, administrators, and staff.
- Maintain security and confidentiality of privileged and sensitive information.

EMPLOYMENT STANDARDS:

Education:
- High School Diploma or equivalent;
- College-level coursework or specific training in human resources or related field is highly desirable.
- Graduation from a recognized four-year college or university with a major in public administration, business management, industrial relations or related field may be substituted for two years of the required experience.

Experience:
- Three (3) years of responsible specialized experience in the administration of benefits, preferably in a California school district.
- Experience processing workers' compensation claims or leaves administration is highly desirable.

PHYSICAL DEMANDS, WORKING ENVIRONMENT AND HAZARDS:

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:
This job operates in an office environment, predominately seated. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and fax machines. The noise level can vary depending upon daily activity but will remain within moderate noise level range. The incumbent has direct and indirect contact with public and other district staff. The position requires working with high volume, tight deadlines, and being subject to frequent interruptions

Physical Demands:
While performing the duties of this job, the position is continuously required to sit, talk, hear, and use repetitive motions of the wrists, hands, and fingers. The incumbent may: sometime walk; occasionally stand, lift, carry, reach, and grasp. The work involves little to light physical efforts; occasionally exerts up to 20 pounds of force. This position requires near visual acuity sufficient to use a computer screen.

SALARY RANGE
Range 39
Classified Bargaining Unit Salary Schedule

New Classification approved by Personnel Commission 10/10/13
Job Description Review and Revisions Effective: 5/12/16
Job Description Review and Revisions Effective: 7/18/2025