Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Department Technician I/II – Benefits-Wellness**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Support Services Administrative**	Pay Range:	**SS35H (I) – SS45H (II)**
Prepared/Revised Date:	**February 27, 2026**	Job Code:	**50603 (I) – 50605 (II)**

SUMMARY: Responsible for performing administrative and clerical support and a wide variety of functions for the Benefits Services and Wellness Departments. Provide customer service to employees regarding benefits, verify and enroll employees and dependents, and audit benefit eligibility reports. Assist with open enrollment, administer leaves of absence and retirements following established policies and procedures. Maintain strict adherence to Health Insurance Portability and Accountability Act (HIPAA) Regulations and District policies and procedures when dealing with matters of highly personal nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

While both technician levels are responsible for managing a high volume of daily employee inquiries, the following levels are differentiated by the scope of responsibility, degree of independence, and complexity of assigned work:

Department Technician I – Follow established procedures and resources to support the administration of employee benefit programs by processing benefits transactions, including enrollments and eligibility determinations, under guidance and direct supervision. Assist with processing retirements and life insurance requests under direction.

Department Technician II – Independently process benefits transactions, including enrollments and eligibility determinations. Provide guidance and technical assistance to employees regarding benefits programs and resources. Process retirements and life insurance requests with minimal supervision. Serve as primary contact for leave of absence administration, including conducting one-on-one meetings with employees. Manage leave of absence cases from initiation through completion with minimal oversight. Independently resolve basic claims issues and leave of absence scenarios using benefits resources and sound judgment.

1. Determine benefit eligibility and provide customer service on benefit related issues enabling proper utilization of benefit plans to third party administrators and employees, including preparing documents and providing information to new, changing and terminating employees regarding health, dental, vision, life, flexible spending accounts, and other related benefits. Approve online benefit enrollments and changes for employees based on eligibility for benefits and as outlined in the legal summary plan documents.
2. Meet one-on-one with employees to advise and answer questions pertaining to PSD leaves and short- and long-term disability benefits. Process leaves of absence including initial receipt of application, gathering of pre-disability salary, and input in tracking system following federal and state laws relating to benefit plans and leaves of absence including the Family and Medical Leave Act (FMLA) and the Health Insurance Portability and Accountability Act (HIPAA). Communicate and input disability information into third-party administrators' disability claim system.
3. Maintain benefit records and input eligibility data into Business Plus system which must coincide with download files from vendors to ensure proper setup in payroll. Audit reports to ensure accuracy of eligibility flags. Troubleshoot with payroll and third-party administrators as necessary.
4. Assist in resolving employee claim issues related to benefit plans.
5. Process benefit terminations and letters. Collaborate with third-party administrator for termination of benefits and the required COBRA notification.
6. Process life insurance claims, conversion forms, and beneficiary forms. Process and enter optional life insurance elections in appropriate tracking system. Coordinate evidence of insurability requirements with employee and third-party administrator.
7. Process employee retirements.
8. Support employee wellness programs including attending and assisting with flu shot clinics and biometric screenings.
9. Arrange meetings for Benefits and Wellness Departments. Coordinate schedules for meetings, training, and travel. Take meeting notes for the Employee Wellness & Benefits Committee.
10. Present benefits information at new employee orientation. Assist in file search and processing of Classified Career Incentive eligibility.
11. Assist with reconciling monthly vendor reports including medical, dental, life, vision, disability, stop loss, COBRA and FSA reports.
12. Assist with open enrollment process and distribution of materials.
13. Perform other duties as assigned.

TECHNICIAN I - EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent, plus specialized courses in Human Resources and Benefit Administration
- One (1) year of experience in benefits administration or related field
- Equivalent combination of education and experience acceptable

TECHNICIAN I - LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICIAN II - EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent, plus specialized courses in Human Resources and Benefit Administration
- Two (2) years of experience in benefits administration or related field
- Equivalent combination of education and experience acceptable

TECHNICIAN II - LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Certified Employee Benefit Specialist (CEBS) certification preferred

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skill
- English language skills
- Interpersonal relations skills
- Math skills
- Customer service skills
- Critical thinking and problem-solving skills
- Bilingual oral and written communication skills preferred
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse customer conflict
- Strong attention to detail and accuracy
- Knowledge of federal, state, and local laws concerning insurance coverage and benefit plans
- Knowledge of FMLA, COBRA, HIPAA, ACA, CAA, HFWA, Colorado FAMLI and District policies as they relate to leaves of absence, leave time, and benefits
- Understanding of Public Employees' Retirement Association (PERA) rules and regulations
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Assistant Director Benefits	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze			X	
Communicate				X
Copy		X		
Coordinate			X	
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile			X	
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	

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Quiet	X
Moderate	
Loud	
Very Loud	