



BENEFITS TECHNICIAN

SALARY GRADE: [C1-46](#)

DEFINITION:

Under general supervision, perform first-line public contact, detailed electronic and manual record keeping, and a variety of other duties in support of the centralized District fringe benefits unit within the Human Resources department. Provide general information to covered individuals regarding benefit programs and perform administrative support to the Benefits Manager and department staff in the Benefits Unit.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Serve as primary benefits contact with employees and retirees. Answer telephones; respond to various benefit inquiries for information, and greet visitors in order to provide routine and special procedural and policy information about District fringe benefits and other Human Resources programs, forms, deadlines, resources and services; refer callers to appropriate websites, individuals, and resources to obtain information.
2. Perform a variety of office administrative support work related to employee benefits and worker's compensation. Compose routine electronic and hard copy correspondence, forms, and other communications; reply to inquiries concerning procedures and policies. Draft routine correspondence and memoranda for administrative signature; draft, format and proofread reports, flyers, publication articles, summaries and other documents. Take and transcribe minutes.
3. Develop and update web page designs and content for the benefits website to maintain an up-to-date District fringe benefits program, benefits provisions per contractual agreements, and legal compliance.
4. Create and maintain electronic and manual files of confidential data and employee/retiree records and information; use a database and a variety of computer software to compile and format data for reports, presentations and files. Use a database and other software to enter, modify, maintain and retrieve a variety of benefits, carrier, vendor, personnel, cost, survey and other data.
5. Conduct new hire and retiree orientations. Provide information to eligible members regarding available health and benefits programs. Process a wide variety of benefits documents and materials related to insurance information (e.g. payroll deductions, medical/dental/vision/FSA/disability forms, carrier forms, COBRA requirements, Direct Pay, etc.) for the purpose of disseminating, updating information and/or authorizing timely payment to appropriate parties; enter pertinent information into the HRIS and online benefits databases.
6. Assist in the workers' compensation claims administration; provide information and assistance to injured employees and their supervisors regarding program benefits, procedures and reporting requirements; submit workers' compensation claims/reports in a timely manner.
7. Act as liaison between employees and benefits Third Party Administrators regarding routine eligibility, enrollments, transition for Direct Pay, dis-enrollments, reinstatements, and claims inquiries. Disseminate information to employees and retirees regarding payment/reimbursements options.
8. Provide logistical support for special and regular department programs and events, such as Annual Open Enrollment, scheduling participants, facilities, equipment and supplies; compiles participant packets of agendas, forms and event information. Travel to event sites to provide support such as welcoming participants, making announcements, coordinating sign-in/check-in logs; delivering and retrieving materials and supplies.

9. Receive, prepare, review, and process invoices for payment. Track and maintain assigned projects' expenses and other related financial records and reports.
10. Monitor inventory of department office supplies and equipment; order office supplies and equipment as needed in order to maintain sufficient inventory. Track supply usage and costs.
11. Provide clerical, customer service, and other support to department staff as needed.
12. Perform other related duties as assigned

EMPLOYMENT STANDARDS:

Knowledge of:

1. Department customer service goals, objectives and standards.
2. Fringe benefits and other human resources policies, procedures, collective bargaining agreements and other department resources.
3. HRIS and online Benefits Administration Systems.
4. Web-based applications to update website.
5. MS Office Suite and other database query tools to manipulate large volumes of data.
6. Welfare benefit plans and plan administration along with relevant rules and regulations including ERISA, FMLA, HIPAA, COBRA, FLSA, ADA, ACA and all applicable state and federal laws.
7. Excellent customer service and interpersonal skills with ability to effectively communicate detailed benefits information to diverse groups.
8. Operations, services and activities of a comprehensive employee benefits program including enrollment, and eligibility.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Review information to ensure accuracy; create, assemble, organize and prepare data for records and reports; sort and file accurately and locate a variety of detailed electronic and manual files and records.
3. Accurately enter, modify, and retrieve data.
4. Demonstrate critical thinking and constructive problem solving.
5. Use a variety of computer software to produce correspondence, spreadsheets, reports, presentations, webpage updates, and other products.
6. Be efficient and effective in having public contact with people of diverse cultures, language groups and backgrounds.
7. Communicate effectively, both orally and in writing, with individuals and groups across all parts of the District organization.
8. Provide extensive customer service with people who are diverse in their cultures, language groups and backgrounds.
9. Work effectively with constant interruptions.
10. Understand, interpret and apply moderate to complex regulations related to fringe benefits programs and services.
11. Multitask accurately under deadline pressures.
12. Work independently or as part of a team with little direction.
13. Handle and maintain confidential, personal information and records.
14. Participate in events at off-site locations.
15. Plan and organize work.

Education and Experience

Any combination equivalent to:

1. Associate's degree in business administration, human resources, or a related field.
2. Two (2) years of relevant professional experience in employee benefits, workers' compensation.
3. Demonstrated program efficiency and/or experience in one or more human resources functional areas such as retirement benefits and/or health and welfare benefits.

Preferred Qualifications:

1. Excellent interpersonal skills and written/verbal communication.
2. Experience with databases and web-based applications including statistical software to manipulate large volumes of data.
3. Successful work experience of increasing responsibility, preferably in a large human resources department that has included: computer data entry, modification and retrieval; use of a variety of computer software to format and produce spreadsheets, correspondence, reports and presentations; demonstrated skill in critical thinking and problem-solving; detailed electronic and manual record keeping; and general clerical support.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.
3. Driving a vehicle to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Hazards:

1. Contact with dissatisfied, angry or verbally abusive individuals.

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