



## **BENEFITS TECHNICIAN**

### **DEFINITION**

Under general supervision, serves as first point of contact, maintains detailed electronic and manual records, and provides a variety of support for the centralized District benefits office within the Human Resources Department; provides general information to covered individuals regarding benefit programs; provides benefits support to retirees; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Benefits Manager. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a journey-level technical classification in the Human Resources Division responsible for performing the full range of assigned tasks with independence and within a framework of established policies and procedures. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and District activities, and staff, public, and organizational contact. This classification is distinguished from the Human Resources Technician II in that the latter provides general human resources support functions to the Human Resources District Office or an assigned college, interprets rules, regulations, policies, and provisions for the medical leave process, determines part-time and full-time overload faculty salary placement, and/or tracks, enters, and verifies part-time faculty cost-of-living adjustments on the campus Human Resources Information System (HRIS). This classification is further distinguished from the Benefits Specialist in that the latter administers the District's multi-tiered employee benefit programs, including medical, dental, vision, life, short- and long-term disability, and other programs.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Serves as a resource to all District employees regarding benefit issues and questions as the initial contact within the benefits office; answers telephones and responds to various benefit inquiries for information; greets visitors and provides routine and special procedural and policy information to employees and retirees about District fringe benefits and other human resources programs, forms, deadlines, resources, and services; and refers callers to appropriate websites, individuals, and resources for additional information.
- Conducts retiree orientations for prospective retirees; provides information to eligible members regarding available health and benefits programs; processes a wide variety of benefits documents and materials related to insurance information, including payroll deductions, medical, dental, vision, flexible spending account, disability, and carrier forms, Consolidated Omnibus Budget Reconciliation Act (COBRA) requirements, and Direct Pay for the purpose of disseminating and updating information, or authorizing timely payment to appropriate parties; provides alternative plans to

prospective retirees who are ineligible for District health and benefits subsidies; and enters pertinent information into the HRIS and online benefits databases.

- Determines and processes benefits eligibility for retirees and survivors; processes monthly premium variance reimbursement for retirees and other eligible members, ensuring timeliness and accuracy; prepares for approval and ensures issuance; processes and updates retiree billing files; and collects the premium from retirees and survivors.
- Performs a variety of office administrative support work related to employee benefits and worker's compensation; composes routine electronic and hard copy correspondence, forms, and other communications; drafts routine correspondence and memoranda for administrative signature; and drafts, formats, and proofreads reports, flyers, publication articles, summaries, and other documents.
- Provides logistical support for special and regular department programs and events, such as Annual Open Enrollment, benefits fair, or various workshops; schedules participants, facilities, equipment, and supplies; compiles participant packets of agendas, forms, and event information; travels to event sites to provide support such as welcoming participants, making announcements, and coordinating sign-in/check-in logs; and delivers and retrieves materials and supplies.
- Develops and updates web page designs and content for the benefits website to maintain an up-to-date District fringe benefits program; and updates benefits provisions on the website per contractual agreements and legal updates.
- Creates and maintains electronic and manual files of confidential data and employee/retiree records and information.
- Uses databases and other software to enter, modify, maintain, and retrieve a variety of benefits, carrier, vendor, personnel, cost, survey, and other data.
- Assists in workers' compensation claims administration; provides information and assistance to injured employees and their supervisors regarding program benefits, procedures, and reporting requirements; and submits workers' compensation claims/reports in a timely manner.
- Works with Educational Technology Services (ETS) to in setting up, testing, and validating updated payroll deductions in the Human Resources Information System (HRIS) database.
- Acts as liaison between employees and benefits third-party vendors regarding routine eligibility, enrollments and changes, transition for direct pay, reinstatements, and claims inquiries; disseminates information to employees and retirees regarding payment/reimbursement options; and processes and reconciles retiree payments.
- Receives, prepares, reviews, and processes invoices for payment; tracks and maintains assigned expenses and other related financial records and reports.
- Provides administrative support to various human resources programs, including recruitment, selection, classification, and compensation.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, policies, and procedures related benefits administration in a public setting.
- Methods, techniques, and practices of data collection, data entry, and basic report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business arithmetic and basic financial and statistical techniques.

- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

**Ability to:**

- 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.
- Create, assemble, organize, and prepare data for records and reports.
- Interpret, apply, explain, and ensure compliance with federal, state, and local laws, rules, regulations, policies, procedures, and practices of benefits administration.
- Review and process benefits records and documents for completeness and accuracy.
- Perform detailed benefits administration office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12<sup>th</sup>) grade and two (2) years of benefits administration support experience in a public agency setting. Supplemental coursework in human resources management, business or public administration, or a related field is highly desirable.

**Licenses and Certifications:**

None.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C1-47

**FLSA:** Non-Exempt

**EEO Code:** H-30

**Board Approved:** April 2021