

**EMPLOYEE BENEFITS TECHNICIAN**

**DEFINITION**

The Employee Benefits Technician assists new, active, retired, and terminated employees with the orientation, selection, change, and contract issues involved in the main District health and welfare benefits including voluntary deductions. Performs computerized clerical tasks concerning financial recordkeeping and reporting. Assists in the interpretation of insurance contracts, laws, and program benefits for academic and classified employees.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision is received from the Payroll Supervisor.

No supervision is exercised over District personnel.

**EXAMPLES OF DUTIES**

Communicate with insurance company representatives clarifying contract and billing issues; resolve discrepancies or disputes working with District employees, companies and broker.

Balance invoices with deduction registers; create billing for self-insured policies; prepare voucher request for payment and mail to company; resolve complex billing errors.

Meet with new employees for benefit orientation and enrollment process.

Coordinate annual open enrollment; distribute informative material, process change applications.

Process and maintain records for retiree health benefits.

Maintain computerized enrollment records for District medical, dental, vision, life insurance, and various voluntary payroll deductions; reconcile and prepare all payments to appropriate companies.

Disseminate information verbally and in writing, maintain records and answer inquires related to District Insurance Plan, COBRA, enrollment procedures, employment procedures, employee eligibility claims and employee coverage changes.

Keep statistical records; report census and other pertinent information to broker.

## **EXAMPLES OF DUTIES (continued)**

Maintain confidentiality of all insurance and/or medical records.

Act as a District resource person regarding insurance plans and District insurance contracts when necessary.

Attend meetings or act as a committee liaison on all matters related to District insurance.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Terminology, procedures, and computation used in financial recordkeeping.

Insurance contract language, terminology and billing procedures.

Computer software applicable to position duties.

Interpersonal skills and interpersonal professional relationships in a multi-cultural environment.

### **Ability to:**

Communicate effectively in a multi-cultural environment.

Operate computer terminal and use various software.

Resolve complaints and answer claim inquiries.

Generate computer reports; keep accurate financial records; meet deadlines.

Interpret District contract provisions.

Learn and articulate laws, regulations, and District policy pertaining to employee benefits.

Keep confidential records and information.

Comprehend and follow written and verbal directives.

## **EMPLOYMENT STANDARDS**

### **Minimum Requirements:**

Five years of responsible employee benefit experience.

**EMPLOYMENT STANDARDS (continued)**

10 units of accounting.

14 additional units in business-related courses such as computer science, finance or business administration OR three additional years of experience in working with accounting, financial or statistical records.

Computer software experience.

**Desirable Requirements:**

Experience with school and/or college benefit programs.

B.A./B.S. in Accounting or Human Resources.