

## **SWEETWATER UNION HIGH SCHOOL DISTRICT**

### **CLASS TITLE: SENIOR BENEFITS TECHNICIAN**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, lead and perform a variety of complex technical and clerical duties in support of health and welfare benefits programs and services for District employees and retirees; serve as an informational resource to District personnel; prepare, develop, and maintain related records, reports, and files; provide technical and/or functional guidance over assigned staff; and provide technical support to the benefits supervisor.

#### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey or lead level in the benefits technician series. Incumbents 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 or department. Employees in this class are distinguished from the benefits technician in that the senior level performs the more complex and specialized duties, and provides technical and/or functional guidance over assigned staff.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Lead and perform a variety of complex technical and clerical duties in support of employee health and welfare benefits programs and services; determine eligibility for new and continuing benefit program participants including employees, retirees, COBRA qualifiers and eligible dependents.

Communicate and work with payroll and human resources in monitoring benefits stop/start dates when employees are new hires, take a leave of absence, or their employment has ended.

Review leave requests, process and track employees on Family Medical Leave and other leaves.

Maintain department budget information; recommend budget transfers and monitor expenditures.

Assist in the coordination of open enrollment process and activities; may make presentations to district sites/departments to disseminate current/new information in health and welfare benefits, in accordance with district, state and federal requirements.

Serve as an informational resource to District personnel; respond to inquiries, resolve issues and conflicts and provide information concerning District policies and procedures, negotiated agreements, and employee benefits.

## **Senior Benefits Technician – Continued**

Assist in organizing and administering the Benefits Insurance programs for active and retired employees according to established District policies and procedures, negotiated agreements, federal and State laws, and the Education Code.

Schedule and conduct individual and group employee orientations concerning benefit programs and services; respond to inquiries and provide information concerning benefits coverage, changes, policies and time lines.

Serve as a benefits liaison between plan participants, insurance representatives and various outside agencies; resolve issues, conflicts, discrepancies and concerns as necessary; reconcile insurance premiums and co-payments and collect and arrange for payments; review and audit insurance billings for accuracy.

Receive, process and evaluate employee enrollment and a variety of other forms and applications; review for accuracy and completeness; explain and assist employees with completing enrollment forms; establish and maintain employee records and files.

Compile data and prepare and maintain a variety of records, logs and reports related to employees, benefits, general benefits information, fringe benefits, COBRA, retirement and assigned activities; establish and maintain filing systems.

Input a variety employee benefits-related data into an assigned computer system; establish and maintain automated records; initiate queries, extract data and generate a variety of computerized lists and reports; verify accuracy of input and output data.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Train and provide work direction and guidance to assigned personnel and student assistants.

Attend and participate in a variety of special events related to assigned activities such as employee fairs, workshops and health fairs; schedule and arrange for workshops and other special events as directed.

Provide assistance with benefits matters and process a variety of forms related to volunteers, retirements, COBRA, EDD, disability requests, accommodations assessment, PERS, shoe vouchers, safety belts, personal physicians, child support, disability and various special projects as assigned.

Prepare benefit packets for new and returning employees as assigned; receive, review, investigate and process unemployment claims and related forms as assigned.

Conduct special surveys as requested.

## **Senior Benefits Technician - Continued**

### **OTHER DUTIES:**

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

General employee benefits and insurance programs and procedures.

Family Medical Leave Act.

Applicable laws, codes, regulations, policies and procedures.

Methods of auditing insurance billings and coordinating payments.

Budget and statistical record-keeping techniques.

Practices, procedures, techniques, and forms involved in enrolling employees in benefits programs.

Policies and objectives of assigned programs and activities.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Technical aspects of field of specialty.

Basic arithmetic.

#### **ABILITY TO:**

Perform complex and responsible technical and clerical duties in support of employee health and welfare benefits programs and services for District employees and retirees.

Serve as an informational resource to District personnel concerning benefits programs and services.

Interpret, apply and explain policies, procedures, rules and regulations.

Maintain records and files.

Compile and verify data and prepare reports.

Reconcile insurance billings and collect and arrange for payments.

Receive, process and evaluate employee enrollment and a variety of other forms and applications

Operate standard office equipment including a computer and assigned software.

Understand and follow oral and written instructions.

Work independently with little direction.

Type or input data at 50 words per minute from clear copy.

Make arithmetical calculations with speed and accuracy.

Meet schedules and time lines.

Complete work with many interruptions.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

## **Senior Benefits Technician - Continued**

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Community College and/or Vocational School courses in related areas, and five years clerical experience in support of employee benefits programs.

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

Office environment.

Constant interruptions.

#### **PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Hearing and speaking to exchange information in person and on the telephone.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching to file materials.

*Sweetwater Union High School District programs and activities shall be free from discrimination based on gender, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation or the perception of one or more of such characteristics. SUHSD Board Policy #0410*

*Office-Technical Job Description*

*Adopted by BOT 6/19/06*