

CLASS SPECIFICATION
Benefits Technician

FLSA Status: Nonexempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE

Under general supervision, performs a variety of specialized technical and administrative activities in support of the District's employee benefits program; provides information and interprets benefit plan requirements and procedures to plan participants and beneficiaries and assists in resolving benefits issues; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Benefits Technician is responsible for performing a variety of technical and administrative activities in administering the District's employee benefits programs in compliance with federal and state regulations and requirements. An incumbent provides employees with information on plans and plan requirements and assists them in resolving problems and disputes.

Benefits Technician is distinguished from Payroll Technician in that incumbents in the latter class perform technical and administrative duties involved in the processing of the District's payroll.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Assists in and administers the District's employee benefits plans, including health, dental, vision, life, tax sheltered annuities and COBRA; provides new employees information on benefit plans and enrollment decisions required; processes new employee enrollments and enrollment changes and enters enrollment data; sets up and maintains employee benefit plan records and updates employee coverage changes; assembles and distributes benefit plan descriptions, forms and notices in compliance with federal requirements; informs employees of employee benefit plan coverage, eligibility for benefits and claims procedures; maintains benefit plan forms and booklets; composes routine correspondence to plan administrators and providers; reconciles plan premium billings, prepares invoices and submits invoices and documentation to insurance carriers and Long Beach County; provides employees with information on plans and plan requirements and assists them in resolving problems and disputes; maintains confidential employee health and medical records.
2. Administers retiree enrollments in District health plans, including establishing participant accounts and collecting and processing premium payments; notifies participants of Medicare eligibility; advises carriers of participant changes; prepares invoices for payment and follows up on delinquent payments; audits invoices and makes retro payments and credits as needed; prepares refund checks for unused premiums; maintains retiree files and records.

3. Administers the District's COBRA plan to ensure compliance with federal notice and administrative requirements; adds and deletes participants according to federal guidelines; sends COBRA continuation letters, enrollment forms and premium invoices to qualified participants; reviews enrollment forms for completeness and accuracy; provides information to participants on premium changes; records premiums and posts payments to the COBRA database; submits monies to cashier's office and notifies COBRA participants of late payments; audits invoices and makes retro payments and credits as needed; notifies participants of coverage termination; maintains COBRA files and records.
4. Analyzes and audits monthly insurance claims; separates claims by employee classification; prepares invoices for claims payments and submits to accounts payable; mails checks to carriers; submits copies of invoices to District groups for reimbursement.
5. Administers the District's voluntary deduction program; provides information and distributes and collects forms from employees; prepares and maintains employee deduction cards and files; submits employee changes to information systems; audits and verifies employee changes against payroll registers and makes changes as needed; updates and maintains savings bond ledger and orders bonds for employees; records garnishments payments; maintains Section 125 plan files and records deductions; reconciles carrier invoices to payroll deduction reports; prepares and submits invoices and sends checks to carriers.
6. Administers the District's tax sheltered annuity (TSA) program; creates and maintain TSA files, records and forms; answers questions regarding annuities from employees, tax shelter agents and carriers and resolves problems as needed; reviews TSA forms for completeness and accuracy; makes amendments to contract and termination paperwork and witnesses employee signatures; prepares employee voluntary deduction cards and submits to information systems for input; audits and makes changes as needed; posts monthly TSA changes and reconciles carrier amounts against TSA payroll register; prepares and submits invoices and sends checks to carriers; provides employees copies of TSA agreements and termination paperwork.
7. Researches and responds to inquiries regarding employee salary, insurance coverage and employment; audits employee work hours; completes and submits employment requests and salary verification forms from other agencies; completes and submits employment separation request forms and audits to quarterly unemployment claims activity and amounts to ensure accuracy; notifies service contact of errors; compiles and submits requested subpoena information, including W-2 and W-4 records, absence reports, insurance coverage information, time cards and earnings records.

OTHER DUTIES

1. Conducts special projects and prepares a variety of special reports.
2. May assist at the public counter; distributes payroll checks; answers employee questions and provides requested forms.

QUALIFICATIONS

Knowledge of:

1. Benefit program principles and practices, including claims processing, benefits reporting and insurance/benefit plan recordkeeping.
2. Applicable federal, state and local laws and regulations governing the administration of benefit plans.
3. Standard employee benefit plans, coverage and insurance recordkeeping requirements.
4. Standard office management practices and procedures.
5. Principles and practices of sound business communication.
6. Basic operations and requirements of the District's enterprise financial and payroll systems.
7. Record keeping and filing practices and procedures.

Ability to:

1. Operate a computer using word processing and other business software and other standard office equipment.
2. Analyze complicated benefits problems, evaluate alternatives and make appropriate recommendations.
3. Exercise sound independent judgment within established guidelines.
4. Understand, interpret and explain and apply detailed insurance and benefit plan rules, regulations, policies and procedures.
5. Organize and maintain office and specialized files.
6. Communicate clearly and effectively, orally and in writing.
7. Understand and follow written and oral instructions.
8. Prepare clear, concise and accurate reports, correspondence and other written materials.
9. Maintain confidentiality of District documents and records.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
11. Establish and maintain effective working relationships with District management, staff, dependants, insurance carriers and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or a G.E.D. equivalent; and three years of increasingly responsible

experience in the administration of benefit plans, such as health, life and retirement plans; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel computers and other standard office equipment; and reach with hands and arms. Employees are occasionally required to stand and walk; stoop, kneel, or bend; and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; and interact with District management, staff, dependants, insurance carriers and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works under typical office conditions, and the noise level is usually quiet.