

## **BENEFITS TECHNICIAN**

### **JOB SUMMARY**

Under the direction of the Payroll Supervisor/Lead Accountant, educate and enroll employees in health and welfare benefits and income protection plan. Provide COBRA letters to eligible employees and/or dependents. Assist in coordinating open enrollments; serve as mediator for employees as needed.

### **TYPICAL DUTIES**

Meet with new employees to discuss and clarify District health benefits; enroll employees and dependents into District health plans and income protection plans; enter coverage codes in the computer, mail enrollment forms to carriers, and mail verification letters and reports to employees. Assist in coordinating open enrollments, organizing publication and distribution of insurance packets, attending meetings. Assist employees in the process of changing existing health and/or dental benefits during open enrollment or as they experience a change in dependant eligibility; make appropriate changes in computer codes, and mail changes to the carrier and verification letters to the employee. Communicate with District employees, supervisors, administrators, and outside agencies to provide clarification regarding benefit claim submission information and denied/pending claims. Process and track employees on Family Medical Leave. Process life insurance claims. Coordinate activities with Payroll in monitoring benefit stop/start dates when employees are new hires, take a leave of absence, terminate, etc. Prepare monthly billing audits for appropriate services and carriers including medical, life, and dental agencies assigned; prepare correspondence to retirees and leave of absence employees; provide annual, semi-annual, or quarterly billings as required. Operate a variety of office equipment including a computer and peripheral equipment, telephone, calculator, typewriter, etc. May be asked to assist in processing and/or tracking information on employee workers' compensation claims. May be asked to assist to Payroll in various activities. Perform other related duties as assigned.

### **JOB REQUIREMENTS**

Any combination of education, training, and/or experience which demonstrates ability to perform the required duties. A typical qualifying background would include graduation from high school, or equivalent. Course work in financial record keeping and/or health insurance processing desirable. Must have two years of increasingly responsible experience in financial or statistical record keeping including one year in a health insurance or related human resources position.

### **Knowledge of:**

Available resources and/or materials (i.e., laws, rules & regulations, collective bargaining agreements, etc) governing job responsibilities. Automated financial and statistical record keeping techniques and methods. Correct English usage, grammar, spelling, punctuation, and vocabulary. Oral and written communication skills.

### **Ability to:**

Learn District organization, policies, and procedures. Effectively explain benefit

package to employees, dependents, and other District employees. Utilize tact and diplomacy when assisting individuals in understanding a complex situation related to their benefit (i.e., Family Medical Leave, COBRA, etc.). Establish and maintain accurate, detailed records and produce reports. Assist in the coordination of open enrollments. Meet schedules and deadlines. Determine appropriate action within clearly defined guidelines. Operate a variety of office machines and equipment including a computer and peripheral equipment, telephone, typewriter, etc.

## **PHYSICAL ABILITY**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand. The selected candidate must be able to perform the duties of a rigorous work schedule and pass a physical examination and drug screen certifying this ability.

## **WORKING CONDITIONS**

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.