

San Diego County Office of Education
Personnel Commission

EMPLOYEE BENEFITS TECHNICIAN

Definition: Under the direction of the Human Resources Manager, coordinate and administer the benefits insurance program for employees and retirees; provide a variety of technical and complex information and assistance to County Office personnel, new and covered individuals, medical and legal professionals, and insurance vendors regarding benefit-related matters.

Typical Tasks: Determine initial/continuing eligibility and effective dates according to contract provisions for IRC Section 125 optional plans, medical, dental, vision and life insurance coverage for all benefit plan participants including employees, retirees, COBRA qualifiers and eligible dependents; coordinate activities for annual open enrollment; serve as liaison between plan participants and insurance representatives to assist employees with problem resolution and special needs; file life insurance claims and coordinate claim settlement and final beneficiary payment; enter and maintain premium and employee payroll deduction information on the payroll system; prepare monthly insurance vendor reports for health/welfare benefits and the Section 125 plan; verify retiree health coverage for Medicare enrollment, compute and maintain records of retiree premium costs and coordinate with payroll on retiree notification for non-payment of premiums; maintain accurate and up-to-date computer and manual records of benefit plan and participant data; use computer to compile and extract data for internal and insurance carrier requested reports; file workers' compensation injury reports; respond to treatment provider requests for authorization to evaluate employee status and give authorization or make referrals as appropriate to workers' compensation carrier; prepare and maintain required logs, reports and related files; schedule/coordinate all activities for post-offer and return to work physicals; provide general information on County Office policies and procedures, contract provisions for leave time, workers' compensation, and employee benefit information; communicate with payroll on leaves of absence effecting benefits, probationary periods and terminations; perform related duties as assigned.

Minimum Qualifications: Knowledge of: employee benefit and insurance programs and procedures, policies and laws necessary to process benefit-related documents; workers' compensation reporting requirements; methods of auditing insurance billings; modern office practices, procedures and equipment; record keeping techniques; use of common office computer systems and software. Ability to: coordinate and administer the benefits insurance program for all plan participants; communicate effectively both orally and in writing; interpret, apply and explain complex rules, regulations policies and procedures; establish and maintain cooperative and effective working relationships with others; meet schedules and timelines; make arithmetic calculations quickly and accurately; understand and follow oral and written directions; analyze situations accurately and adopt an effective course of action; work independently with little direction; maintain complex records and prepare reports; exercise tact and appropriate judgment in dealing with sensitive and confidential material.

Experience and
Education:

A combination of education and experience which clearly demonstrates possession of the knowledge and abilities listed above. A typical qualifying background would include three years of progressively responsible experience in the administration of employee benefits. Experience must include complex record keeping, a high level of interpersonal contact, and independent judgment. College-level course work in human resources, business administration or related field may be considered as partial fulfillment of the work experience requirement.

Established: 5/93

Revised: 4/97, 9/06

Approved by the Personnel Commission: May 14, 1993