



# VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

## PERSONNEL COMMISSION

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MEETING AGENDA FOR AUGUST 26, 2014

5:30 p.m.

Ventura County Community College District  
255 West Stanley Avenue, Suite 150  
Ventura, CA 93001

### ALL ITEMS ARE SUBJECT TO DISCUSSION/ACTION

1. CALL TO ORDER
2. ROLL CALL
3. PUBLIC COMMENTS REGARDING AGENDA ITEMS
4. MINUTES  
Personnel Commission Meeting – July 17, 2014
5. CORRESPONDENCE  
None
6. OLD BUSINESS  
None
7. REPORTS
  - A. Classified Employees Representative's Report
  - B. Board of Trustees Meeting Report
  - C. Director's Report
    - Current Recruitments Report
    - Positions Filled & Pending Report
    - Upcoming Recruitments Report
  - D. Commissioners' Reports
8. REVISION OF PERSONNEL COMMISSION RULES 292 AND 295 (SECOND READING)
9. REVISION OF A CLASSIFICATION SPECIFICATION  
Learning Resources Supervisor
10. ESTABLISHMENT OF A NEW CLASSIFICATION  
Benefits Technician (Confidential)

11. RECESS TO CLOSED SESSION

Public Employee Discipline/Dismissal/Release (Pursuant to Government Code section 54957)  
Consideration of Hearing Officer's Report for Employee #900056288

12. RECONVENE IN OPEN SESSION

13. PUBLIC COMMENTS REGARDING NON-AGENDA ITEMS

14. DATE AND TIME OF NEXT PERSONNEL COMMISSION MEETING

The date and time of the next regularly scheduled meeting of the Personnel Commission is September 18, 2014 at 5:30 p.m. The meeting will take place in the Dr. Thomas G. Lakin Boardroom at the District Administrative Center at 255 West Stanley Avenue, Suite 150, in Ventura, California.

15. ADJOURNMENT

Written materials relating to a Commission meeting item that are distributed to at least a majority of the Commission members less than 72 hours before a noticed meeting and that are public record not otherwise exempt from disclosure will be available for inspection at the District Administrative Center located at 255 West Stanley Avenue, Suite 150, Ventura, CA 93001 or at the Personnel Commission meeting.

Pursuant to the Federal Americans with Disabilities Act, if you require any special accommodation or assistance to attend or participate in the meeting, please direct your written request, as far in advance of the meeting as possible, to the office of  
Michael Arnoldus, Director of Employment Services/Personnel Commission  
Ventura County Community College District  
255 West Stanley Avenue, Suite 150  
Ventura, CA 93001  
(805) 652-5521

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

TO: THE PERSONNEL COMMISSION

FROM: MICHAEL ARNOLDUS  
DIRECTOR OF EMPLOYMENT SERVICES/PERSONNEL COMMISSION

SUBJECT: AMENDMENT OF PERSONNEL COMMISSION RULE 292 – INITIAL APPOINTMENT  
AND PERSONNEL COMMISSION RULE 295 – PROMOTION

EXPLANATION:

Commission staff recommends that Personnel Commission Rule 292 – Initial Appointment be revised to limit the extent to which advanced step placement may be afforded to new classified employees. Currently, new classified employees may receive advanced step placement up to step seven of the salary range based on additional qualifying education and experience. The rule does not require that consideration be given to the previous salary of the new employee.

Given that the intent of the rule is to provide for salary placement flexibility in the event advanced step placement is necessary to recruit candidates whose current salary is at or above step one of the salary range, consideration should be given to the employee's previous salary in determining to what extent advanced step placement is appropriate. Therefore, it is recommended that advanced step placement be limited to a maximum **three-step (approximate 18%)** increase over the employee's salary in the most recent related position. Commission staff and District administration believes this limit is sufficient for recruiting new employees in a fiscally-responsible manner.

Commission staff also recommends that Personnel Commission Rule 295 – Promotion be revised in conjunction with the revision to PC Rule 292 to provide for equitable treatment of District employees who promote into higher-level classifications.

The rule amendments are supported by the Vice Chancellor, Human Resources.

AMENDMENTS:

292 INITIAL APPOINTMENT

292.1 REGULAR CLASSIFIED EMPLOYEES

New employees shall be placed on the first step of the appropriate salary range. ~~A new employee may be provided with advanced step placement upon recommendation of the hiring authority and approval by the Personnel Director based upon one or more of the following factors:~~ With a finding of business necessity and upon recommendation of the hiring authority and approval by the Personnel Director, the employee may be provided with advanced step placement on the salary range that does not provide for more than a **three-step** increase over the employee's previous salary in the most recent and related

position held by the employee. Salaries will be compared on an equivalent assignment basis (% of full-time assignment). Advanced step placement shall be based on the following factors:

- A. Additional qualifying experience beyond that which is required for entry into the classification: Placement above the first step may be granted in increments of one (1) step for each additional year of comparable experience, as determined by the Personnel Director, above that which is minimally required.
- B. Additional college-level education beyond that which is required for entry into the classification: Placement above the first step may be granted in increments of one (1) step for two (2) years of additional qualifying college-level education above that which is minimally required and which is related to successful performance of the essential functions of the classification as determined by the Personnel Director. A year is defined as the completion of 30 units of undergraduate coursework or 15 units of graduate-level coursework.

Employees approved for advanced step placement upon initial appointment shall be subject to probationary procedures and policies.

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## 295 PROMOTION

### 295.1 PROMOTION FOR CLASSIFIED EMPLOYEES

~~Employees who are promoted from an open/promotional eligibility list shall be placed on the step of the salary schedule for the higher classification that assures the employee a one-step advance over their previous salary. Whenever possible, an employee who is promoted shall be placed at the salary step on the new range which provides a minimum one-step increase over the employee's current salary. In no instance shall that placement be higher than the maximum salary step of the range for the new classification.~~

OR

With a finding of business necessity and upon recommendation of the hiring authority and approval by the Personnel Director, the employee may ~~Shall~~ be placed on the first, second, or third step on the salary schedule range of the higher classification, dependent upon experience that provides for no more than a three-step increase over the employee's current salary. Placement shall be based on the following factors:

- A. Additional qualifying experience beyond that which is required for entry into the classification provided such experience was not counted for salary placement upon entry to the District or previous promotion: Placement above the first step shall be granted in increments of one (1) step for each additional year of comparable experience, as determined by the Personnel Director, above that which is minimally required.
- B. Additional college-level education beyond that which is required for entry into the classification provided such education was not counted for salary placement upon entry to the District or previous promotion: Placement above the first step shall be granted in increments of one (1) step for two (2) years of additional qualifying college-level education above that which is minimally required and which is related to

SUBJECT TO THE APPROVAL  
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successful performance of the essential functions of the classification as determined by the Personnel Director. A year is defined as the completion of 30 units of undergraduate coursework or 15 units of graduate-level coursework.

~~Placement above the first step shall be in increments of one (1) step for each additional year of direct related experience above the minimum qualifications, provided such experience was not counted for salary placement upon entry to the District or previous promotion.~~

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VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

**CLASSIFICATION TITLE: LEARNING RESOURCES SUPERVISOR**

**BASIC FUNCTION:**

~~Under the direction of the assigned Dean of Communication & Learning Resources, coordinates and supervises the daily operations of Learning Resources Departments including the Audio Visual Media Center, Foreign Language Lab, Instructional Materials Development Center, Learning Center, Microcomputer Lab, Library, and Tutoring Center.~~

Under the direction of a Dean or other administrator, coordinate and oversee the daily activities and operations of the library and learning resources departments.

**REPRESENTATIVE DUTIES:**

~~Oversee the day to day technical and public services aspects of the Library and Learning Resource Departments; plan, coordinate and direct work flow activities of classified staff; and suggest changes in policies and work procedures as appropriate. *E*~~

~~Oversee technical support of library automation systems and other Learning Resources networks, including problem solving, updating, and maintenance of systems. *E*~~

~~Perform a variety of technical library and media tasks in the areas of acquisitions, processing, cataloging, circulation and automation of print and media materials. *E*~~

~~Assist the library faculty members in the development of the library's budget, unit plans, program review, and coordination of information for state mandated reports. *E*~~

~~Develop and administer budgets and inventories of the Learning Resource Center Departments. *E*~~

~~Facilitate the development of Learning Resource Center unit plans; coordinate the program review process for departments; review college and State mandated reports for completeness and accuracy. *E*~~

~~Assist the library faculty members in the purchase and installation of computer resources, including upgrades of computer systems, periodical databases, and other related programs. *E*~~

~~Act as liaison with other departments, staff, and organizations to provide information and to ensure that the Learning Resource Center supports instructional needs; represents the Learning Resource Center on various committees and conferences as required. *E*~~

~~Train, schedule, supervise and evaluate assigned classified staff. *E*~~

~~Operate a variety of equipment including computers, typewriters, calculators, microfilm equipment, and audio visual equipment. *E*~~

~~Perform related duties as assigned.~~

## LEARNING RESOURCES SUPERVISOR (continued)

Plan, coordinate, and oversee the day-to-day technical and public services aspects of the library and learning resources departments including the learning center, computer lab(s), math center, reading/writing center, tutoring center, supplemental instruction program, make-up testing, and other learning resources departments and services.

Develop and implement operational processes and procedures; assist with developing strategic plans for the library and learning resources departments. *E*

Develop and implement technical library services, processes, and systems including acquisition, cataloging, processing, electronic databases, and automation systems in collaboration with librarians. *E*

Identify, develop, and implement learning resources services that meet the instructional needs of students in collaboration with managers, faculty, and staff. *E*

Oversee the district interlibrary loan service in collaboration with library faculty, including revision of policies and procedures. *E*

Oversee technical support for library and learning resources technology and equipment, including problem solving, updating, and maintenance. *E*

Recommend new software and technology and coordinate the purchase, installation, introduction, and implementation of such technology. *E*

Develop, monitor, and maintain library and learning resources department budgets in accordance with district policies and procedures. *E*

Participate in program planning and review processes; participate in student learning outcomes evaluation processes and the accreditation process for learning resources departments. *E*

Hire, train, schedule, supervise, and evaluate assigned classified staff and student workers. *E*

Collaborate with library and learning resources faculty and staff to conduct outreach to the campus community to encourage the effective use of resources, services, facilities, and equipment associated with learning resources departments; assist faculty and students in the use of learning resources equipment and technology. *E*

Develop, coordinate, and present training programs pertaining to library and learning resources services, technology, and equipment in collaboration with faculty, staff, and managers. *E*

Plan, coordinate, and participate in library and learning resources department inventories. *E*

Prepare and submit a variety of reports required for state and district use; compile information, conduct surveys, and respond to requests for information. *E*

Address patron and public concerns pertaining to the library and learning resources departments; develop and maintain a system to track patron and public concerns. *E*

Serve on college committees, library committees, technology and learning resources committees, and task forces; attend conferences as assigned. *E*

## LEARNING RESOURCES SUPERVISOR (continued)

Monitor the maintenance of the library and learning resources facilities. E

Perform other duties as assigned.

### KNOWLEDGE AND ABILITIES:

#### KNOWLEDGE OF:

~~Operations and organization of a college campus Learning Resources system~~  
~~Technical library processes relating to acquisitions, processing, cataloging, circulation, automation~~  
~~Library terminology and standard practices~~  
~~Record-keeping techniques~~  
~~Principles and practices of administration, supervision and training.~~  
~~District organization, operations, policies and objectives~~  
~~Participative management/supervisory skills~~  
~~Oral, written, and inter-group communication skills~~  
~~Inventory procedures and systems relating to holdings of libraries and learning centers~~  
~~Technical aspects of Learning Resources Center equipment and programs~~  
Methods, practices, terminology, and procedures involved in the operation of college learning resources departments  
Library terminology, practices, procedures, and systems, including acquisition, processing, cataloging, circulation, and automation  
District organization, operations, policies, procedures, and objectives  
Principles and practices of supervision and training  
Office procedures, methods, and equipment  
Office productivity computer applications including word processing, spreadsheet, email, and database applications  
Library and learning resources-related software and equipment including automation and instructional software  
Principles of budget development and maintenance  
Principles and procedures of inventory and records management  
Basic mathematical principles  
Basic principles of business letter writing and report preparation  
Fundamentals of English grammar, spelling, and composition  
Customer service and public relations methods and techniques  
Principles of program planning and program review

#### ABILITY TO:

~~Coordinate and oversee the daily activities of a campus library and learning resources departments~~  
~~Perform technical library duties such as acquisitions, processing, cataloging, and circulation~~  
~~Coordinate and supervise the daily operations of the Library and Learning Resources Departments~~  
~~Maintain a variety of logs and records including fiscal records, accounts, and budgets~~  
~~Train, supervise, and evaluate personnel staff~~  
~~Schedule, coordinate, and chair meetings as required~~  
~~Coordinate planning and program review processes~~  
~~Communicate effectively with staff members, faculty, and the general public~~  
~~Facilitate the coordination of various department activities~~  
~~Work independently and with others to analyze situations and adopt effective courses of action~~



## LEARNING RESOURCES SUPERVISOR (continued)

~~Establish and maintain cooperative and effective working relationships with other staff members~~  
~~Manage conflict between individuals and group members to bring to joint consensus~~  
~~Operate a variety of library, audio visual, computers, typewriters, calculators, microfilm readers/printers, and audio visual equipment~~  
~~Provide information and assistance to students, employees, supervisors, and administrators~~  
~~Operate office equipment, including computers and supporting word processing, spreadsheet, email, and database applications as well as automation and instructional software~~  
~~Learn and apply new information and skills~~  
~~Type, keyboard, and/or enter data at a speed necessary for successful job performance~~  
~~Make arithmetic calculations quickly and accurately~~  
~~Analyze fiscal information to develop and maintain budgets~~  
~~Plan and organize work to meet changing priorities and deadlines~~  
~~Understand and carry out oral and written directions~~  
~~Communicate clearly and concisely, both orally and in writing~~  
~~Collaborate with others to carry out work~~  
~~Establish and maintain effective working relationships with those contacted in the course of work~~  
~~Exercise initiative and independence of judgment and action~~  
~~Prepare reports by gathering and organizing data from a variety of sources~~

### EDUCATION AND EXPERIENCE:

~~Any combination equivalent to: completion of two years of college level course work and three years of increasingly responsible experience in a Learning Resources Center environment (Library experience preferred), including one year experience in a lead or supervisory capacity, preferably in a community college.~~

A. An associate degree AND four years of increasingly responsible experience coordinating or providing instructional and non-instructional services to adults in a learning center environment, preferably in a community college. Such experience must include one year of experience providing training, guidance, direction, or supervision to others.

OR

B. A bachelor's degree AND three years of increasingly responsible experience coordinating or providing instructional and non-instructional services to adults in a learning center environment, preferably in a community college. Such experience must include one year of experience providing training, guidance, direction, or supervision to others.

OR

C. A graduate degree AND two years of increasingly responsible experience coordinating or providing instructional and non-instructional services to adults in a learning center environment, preferably in a community college. Such experience must include one year of experience providing training, guidance, direction, or supervision to others.

### WORKING CONDITIONS:

ENVIRONMENT:

## LEARNING RESOURCES SUPERVISOR (continued)

College Learning Labs and Library library and learning resources environment  
Constant interruptions

### PHYSICAL ABILITIES:

Hearing and speaking to communicate ~~with resource personnel, staff, and students in person or on the telephone~~ and provide information to others

Seeing to read ~~and review written materials~~ documents

Reaching, lifting, and carrying materials and/or equipment weighing up to 30 pounds

Dexterity of hands and fingers to operate ~~audio-visual, computer, and standard~~ a computer keyboard and other office equipment

Reaching overhead, above the shoulders, and horizontally

Bending at the waist to maintain and access files

~~Ability to sit comfortably at meetings for up to one hour~~

Sitting and standing for extended periods of time

~~Ability to move between departments located in different geographic locations on campus~~



PERSONNEL COMMISSION  
VENTURA COUNTY COMMUNITY COLLEGE DISTRICT  
ESTABLISHMENT OF A CLASSIFICATION

RECOMMENDATION:

It is recommended that the following classification be established:

CLASS TITLE:

Benefits Technician (Confidential)

ANNUAL SALARY RANGE:

Classified Confidential Salary Schedule #230 (\$43,104-\$59,568/annual)

**BACKGROUND:** In December 2010, the classification of Benefits Assistant (Confidential) was established to provide technical-clerical support for the District's benefit programs. When the position recently became vacant, Commission staff studied the position to determine the extent to which the position has evolved since its establishment. Staff discovered that the position has evolved with regard to level of responsibility due to increased independence and discretion in decision making. Specifically, the position has assumed additional responsibility for determining employee benefit eligibility, resolving more complex employee benefit issues, and working with vendors to resolve claims and other employee benefit issues. Commission staff recommends the establishment of the proposed classification to allow for the appropriate assignment of duties to the position.

**BASES OF RECOMMENDATION:** Under general supervision, an incumbent in the proposed classification will be responsible for performing a variety of technical and complex clerical duties in support of the District's employee benefit programs. A classification specification detailing the approved duties and responsibilities of the new classification is presented for approval in conjunction with this report.

The recommended salary for the proposed classification is based on external market data and consideration of other classifications in the District with a similar level of responsibility. Classifications with similar duties and level of responsibility were found at Glendale Community College (Employee Benefits Technician, \$48,285-\$61,625/annual), Long Beach Community College District (Benefits Technician, \$46,121-\$56,783/annual), Los Rios Community College District (Employee Benefits Technician, \$40,149-\$53,891/annual), and Yosemite Community College District (Employee Benefits Technician, \$41,220-\$52,716/annual). With regard to the current VCCCD classification structure, the proposed classification performs duties of similar complexity to the classifications of Admissions and Records Technician (Classified Salary Schedule #230, \$41,040 - \$56,736/annual), Disabled Student Services Technician (Classified Salary Schedule #230, \$41,040 - \$56,736/annual), and EOPS/CARE Technician (Classified Salary Schedule #230, \$41,040 - \$56,736/annual) in that all three classifications require comparable independence in performing assigned duties and comparable discretion in decision making. Therefore, it is appropriate to allocate the new classification to Classified Confidential Salary Schedule #230 (\$43,104-\$59,568/annual).

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT****CLASS TITLE: BENEFITS TECHNICIAN (CONFIDENTIAL)****BASIC FUNCTION:**

Under general supervision, perform a variety of technical and complex clerical duties in support of the District's employee benefit programs.

**REPRESENTATIVE DUTIES:**

Determine eligibility and enroll employees, retirees, and dependents in benefit plans including medical, dental, vision, life insurance, and disability insurance. *E*

Prepare and process various benefits transactions pertaining to enrollment changes, claims, terminations and resignations, voluntary payroll deductions, sick leave pool requests, and other benefits-related matters in accordance with established policies, procedures, collective bargaining agreements, Personnel Commission rules, and COBRA. *E*

Explain laws, rules, regulations, policies, and procedures pertaining to benefit programs; provide current information regarding updates and changes to benefit programs; respond to inquiries pertaining to benefit plans, eligibility requirements, enrollment procedures, insurance claims, coverage, work-related injuries, and other related issues; address and resolve employee issues and concerns in accordance with established policies and procedures. *E*

Assist employees, retirees, and dependents in the preparation of benefits enrollment applications and other benefits-related materials; review enrollment materials for accuracy, completeness, and compliance with established laws, policies, and procedures; prepare new hire benefits packets. *E*

Work with vendors, insurance companies, and medical facilities to ensure accurate enrollment of employees, retirees, and dependents and to resolve claims and other benefits issues. *E*

Review, audit, and reconcile monthly insurance premium statements with District records and reports. *E*

Perform initial review and processing of worker's compensation claims; review, track, and process first aid claims and related payments. *E*

Assist in the coordination of annual open enrollment; schedule meetings; oversee and participate in the preparation, assembly, and distribution of materials; monitor online enrollment changes. *E*

Create, input, track, and maintain a variety of benefits-related records, files, and data utilizing integrated record-keeping systems, computerized databases, and manual records; generate queries, documents, lists, and reports; collect and compile benefits-related data for inclusion into reports. *E*

Coordinate and conduct district-wide training pertaining to benefits-related policies and procedures. *E*

## BENEFITS TECHNICIAN (CONFIDENTIAL) (continued)

Compose, proofread, revise, and distribute forms, manuals, brochures, graphs, charts, routine correspondence, and other materials related to employee benefits and workers' compensation; monitor and update the district website to ensure that benefits-related data and information is up-to-date. *E*

Perform a variety of general clerical duties such as sorting and filing documents; maintain highly confidential records in accordance with state and federal laws. *E*

Coordinate committee meetings; prepare, assemble, and distribute committee meeting agenda materials; take, prepare, and distribute committee meeting minutes. *E*

Develop, coordinate, and maintain special programs as assigned. *E*

Perform other duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

Principles, practices, methods, and terminology used in benefits administration

Principles, practices, methods, and procedures pertaining to workers' compensation and employee health and safety

District collective bargaining agreements, Personnel Commission rules, policies, and procedures, particularly as they apply to benefits administration and workers' compensation

Laws and regulations applicable to the administration of benefit programs, including Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA), and Affordable Care Act (ACA)

Office procedures, methods, and equipment including computers

Office productivity computer applications including word processing, spreadsheet, email, presentation, and database

Principles and procedures of records management, including those related to maintaining filing systems

Methods and techniques of proper phone etiquette

Basic mathematical principles

Basic principles of business letter writing and report preparation

Fundamentals of English grammar, spelling, and composition

Principles and practices of sound business communication

Customer service and public relations methods and techniques

#### ABILITY TO:

Plan, organize, and coordinate activities pertinent to the employee benefits program

Locate, analyze, interpret, apply, and explain rules, regulations, policies, and procedures concerning benefits administration

Provide information and assistance to employees, retirees, supervisors, and administrators

Operate office equipment, including computers and supporting word processing, spreadsheet, email, presentation, and database applications

Update and maintain a website

Learn and apply new information and skills

Type, keyboard, and/or enter data at a speed necessary for successful job performance

BENEFITS TECHNICIAN (CONFIDENTIAL) (continued)

Establish and maintain a variety of files and records, including confidential benefits records  
Make arithmetic calculations quickly and accurately  
Prepare reports and summaries  
Plan and organize work to meet changing priorities and deadlines  
Understand and carry out oral and written directions  
Communicate clearly and concisely, both orally and in writing  
Establish and maintain effective working relationships with those contacted in the course of work  
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports  
Exercise initiative and independence of judgment and action

**EDUCATION AND EXPERIENCE:**

A. A bachelor's degree. Experience working with employee benefits is preferred.

OR

B. An associate degree AND one year of clerical experience, including experience entering data, preparing correspondence, and organizing/maintaining records. Experience working with employee benefits is preferred.

OR

C. Graduation from high school or evidence of equivalent educational proficiency AND two years of clerical experience, including experience entering data, preparing correspondence, and organizing/maintaining records. Experience working with employee benefits is preferred.

**WORKING CONDITIONS:**

ENVIRONMENT:

Human resources office environment  
Constant interruptions

PHYSICAL ABILITIES:

Sitting and standing for extended periods of time  
Dexterity of hands and fingers to operate a computer  
Bending, kneeling, and reaching to retrieve and file records  
Seeing to inspect written documents  
Hearing and speaking to communicate and provide information to others

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: BENEFITS ASSISTANT (CONFIDENTIAL)**

**BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform technical clerical functions in support of the District's employee benefits, safety, professional development, and workers compensation programs.

**REPRESENTATIVE DUTIES:**

Respond to requests for information and assist employees and retirees with general benefits inquiries; address employee concerns in accordance with established policies and procedures; direct complex inquiries to the appropriate staff. *E*

Perform clerical functions related to the day-to-day operations of the District's employee benefits, safety, workers' compensation, and professional development functions ensuring that work is completed in a timely, accurate, and efficient manner. *E*

Input and track a variety of benefits, professional development, and related employee data in assigned computer systems; initiate queries and generate computerized lists, documents, and reports; ensure the accuracy of the data. *E*

Enroll, add, and delete employees to and from various benefit plans; provide information pertaining to eligibility guidelines for District-provided benefit programs; assist employees in the determination of coverage under the various benefits. *E*

Assist in the coordination of annual open enrollment; schedule meetings; oversee the preparation and assembly of materials; answer questions; organize the collection of enrollment change forms. *E*

Maintain enrollment records for the District medical, dental, vision, life insurance, and various voluntary payroll deductions; maintain Banner records related to health and welfare benefits; maintain records for sick leave pool requests. *E*

Collect and process enrollment, claims, first aid invoices, and other health and welfare transactions and documentation. *E*

Receive termination and resignation notices; effectively document and process requests for benefits changes based on COBRA and HIPAA privacy rules. *E*

Assist employees, their dependents, and retirees in the completion of various benefits forms or online enrollments. *E*

Compose, proofread, and distribute manuals, brochures, routine correspondence, and other materials pertinent to the promotion of employee benefits, workers' compensation, and professional development. *E*

Perform related duties as assigned.

## **BENEFITS ASSISTANT (CONFIDENTIAL) (continued)**

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

Principles, practices, methods, and terminology of employee benefits administration  
Principles, practices, methods, and procedures pertaining to workers' compensation and employee health and safety  
District personnel policies and procedures, particularly as they apply to benefits administration and workers' compensation  
Laws and regulations applicable to the administration of benefit programs, such as Consolidated Omnibus Budget Reconciliation Act (COBRA) and Health Insurance Portability and Accountability Act (HIPAA)  
Modern computer software packages, including word processing and spreadsheet applications  
Methods and techniques of record keeping  
Principles of business writing  
Principles of customer service and proper telephone etiquette

#### ABILITY TO:

Exercise tact and patience in interactions with employees and the public  
Interpret pertinent rules, regulations, policies and procedures  
Communicate effectively, both orally and in writing  
Establish and maintain effective working relationships  
Exhibit detail orientation in reviewing documentation and records  
Plan, organize, and coordinate activities pertinent to the employee benefits program  
Keyboard/type at a speed necessary for successful job performance  
Maintain the confidentiality of information, including information that may be used in collective bargaining

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to:

Education: Graduation from high school or evidence of equivalent educational proficiency. An associate degree or 60 semester or equivalent quarter units from a recognized college or university is preferred. Coursework in human resources management is preferred.

Experience: Two years of technical clerical experience, including experience entering data, preparing correspondence, and organizing/maintaining records. Experience working with employee benefits is preferred.

### **WORKING CONDITIONS:**



**BENEFITS ASSISTANT (CONFIDENTIAL) (continued)**

ENVIRONMENT:

Human resources office environment  
Constant interruptions

PHYSICAL ABILITIES:

Sitting and standing for extended periods of time  
Dexterity of hands and fingers to operate a computer  
Bending, kneeling, and reaching to retrieve and file records  
Seeing to inspect written documents  
Hearing and speaking to communicate and provide information to others