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

Established August 2014
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. 

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

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

Develop, coordinate, and maintain special programs as assigned.

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

OR

B. An associate degree AND two years 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 three 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