

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: BENEFITS SPECIALIST - CONFIDENTIAL**

#### **BASIC FUNCTION:**

Under the direction of the Vice President of Human Resources or designee, independently perform a variety of highly responsible specialized and technical duties involved in benefits administration including to coordinate and participate in assisting new, active, retired, terminated, and COBRA employees and participants in the selection and maintenance of, changes to, and issues concerning health and welfare benefits; oversee and participate in the maintenance of various insurance and benefit program records for academic and classified personnel; interpret and apply applicable federal, state, and local laws, codes, and regulations as well as District administrative and departmental policies, procedures, programs, and benefit details for employees.

#### **REPRESENTATIVE DUTIES:**

Assist in the administration of the District's benefits program; monitor and control benefit program services, functions, and activities in compliance with District policy and procedures, federal and state rules and regulations, and labor relations contracts; recommend changes to existing policies and procedures within the benefits program area.

Research, compile, analyze, and prepare data and information for periodic and special projects and reports; prepare reports and present to management staff.

Provide information and assistance in the collective bargaining process related to employee benefits; prepare special reports and materials for the collective bargaining process including to prepare confidential analysis regarding the impact of specific labor agreements; review contract requirements and assure proper implementation.

Provide technical advice and assistance to administrators, faculty, and staff on the interpretation and application of rules, policies, and procedures related to benefits.

Coordinate benefits program activities, operations, and functions with outside consultants, insurance carriers, and other service providers.

Independently perform a variety of highly responsible specialized and technical duties involved in administering the District's benefits programs including in the areas of employee benefit enrollment, employee contributions, and vendor payments.

Coordinate and participate in communicating benefits programs to the College's employees and other participants; assist new, active, retired, terminated, and COBRA employees and participants in the selection and maintenance of, changes to, and issues concerning health and welfare benefits.

Maintain current understanding of, interpret, apply, and ensure District compliance with laws, rules, regulations, and contracts concerning benefits; maintain current knowledge of Medicare program, coverage, and options; attend meetings regarding insurance matters; oversee and participate in maintaining and updating documents accordingly.

Coordinate and participate in the conduct of orientations for new and exiting employees regarding health and welfare benefit programs; provide for open enrollment activities.

Communicate with insurance companies in person and on the telephone to receive assistance and to coordinate communication between insurance company representatives, District broker, and employees.

## **Benefits Specialist - Continued**

Receive and review insurance contracts from carriers; communicate with insurance brokers regarding terminology and interpretation; make recommendations and act as liaison before final acceptance of contracts.

Oversee and participate in compiling information and maintaining documents, records, files, and reports regarding health and welfare benefits and other related matters.

Oversee and participate in variety of financial recordkeeping and reporting activities; prepare billing statements; reconcile monthly fringe benefit requests; balance transfers; verify account balances; prepare journal entries; monitor and reconcile various systems.

Exercise judgment, diplomacy, discretion and a high level of independence in handling matters of a sensitive nature; promote and maintain positive staff, student, and community relations.

Provide training and work direction to assigned employees.

Assist with other office activities as assigned; answer telephones and provide information.

Perform related duties and responsibilities as required.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Principles and practices utilized in employee benefits program coordination and administration.

Employee health and welfare benefits, plans, and programs.

Pertinent federal, state, and local codes, laws, and regulations concerning employee benefit programs.

Applicable sections of the State Education Codes.

Insurance contracts.

STRS, PERS, and alternative retirement plans.

Modern office procedures, methods, and equipment including computers and applicable software.

Information and research resources available related to areas of assignment.

Principles and practices of fiscal, statistical, and administrative research and report preparation.

Principles and procedures of statistical record keeping and report preparation.

Principles of business letter writing.

Methods and techniques of customer/public relations.

Basic accounting principles and practices.

Mathematical principles.

English usage, grammar, spelling, punctuation, and vocabulary.

Interpersonal skills using tact, patience, and courtesy.

Public speaking and written communication skills.

Basic principles and practices utilized in providing training and work direction to staff.

### **ABILITY TO:**

Assist in planning, organizing, and administering the District's employee benefits and related programs.

Independently perform a variety of highly responsible specialized and technical duties involved in benefits program administration, maintenance, and communication with employees.

Coordinate and assist employees with the selection and maintenance of, changes to, and issues concerning health and welfare benefits.

Oversee and participate in the maintenance of various insurance and benefit program records and files.

Implement and maintain standard filing systems.

## **Benefits Specialist - Continued**

Research, compile, analyze, and interpret data and information and prepare a variety of reports and correspondence.

Maintain current knowledge of, understand, interpret, apply, communicate, and explain pertinent federal, state, and local policies, procedures, laws, rules, regulations, requirements, and restrictions.

Interpret and apply administrative and departmental policies and procedures.

Communicate effectively with insurance companies.

Work confidentially with discretion.

Maintain confidential records and reports.

Plan and organize work to meet schedules and time lines.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written directions.

Work independently with very little or no direction.

Operate a variety of office equipment including a computer and related software, typewriter, and calculator.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school; four increasingly responsible specialized and technical experience in health and welfare benefits program administration.

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

Office environment.  
Constant interruptions and distractions.

#### **PHYSICAL ABILITIES:**

Sitting or standing for extended periods of time.  
Dexterity of hands and fingers to operate a computer keyboard and standard office equipment.  
Seeing to read and review data and various materials.  
Hearing and speaking to exchange information on the telephone, in person and to conduct orientation sessions.

#### **HAZARDS:**

Possible exposure to dissatisfied individuals.  
Contact with dissatisfied or abusive individuals.