

BENEFITS TECHNICIAN

DEFINITION

Under general supervision, perform difficult and complex clerical work involved in the areas of health benefits, workers' compensation, and property and liability insurance.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Communicates by telephone and in person with vendors, doctors, employees, administrators, and insurance companies as necessary, regarding health benefits, workers' compensation, and property and liability insurance; responds to questions and interpret rules and regulations.
2. Maintains appropriate files and logs.
3. Types forms and reports, such as vandalism reports, claim forms, benefits changes, and workers' compensation claims.
4. Composes and types correspondence.
5. Creates/generates computer reports.
6. Inputs information into computer.
7. Performs calculations auditing regarding payroll deductions for health benefits and, workers' compensation.
8. Receives checks, checks for accuracy, verifies, and processes appropriately.
9. Disperses appropriate premiums and administrative fees.
10. Balances accounts as appropriate.
11. Prepares invoices as required.
12. Provides backup support for each area, including property liability and risk management, workers' compensation and health benefits.
13. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Basic operations of benefits administration; organization, collection, and storage of data; modern office methods, practices, and procedures including receptionist and telephone techniques; methods and techniques of filing and record keeping; standard office machines and equipment, including personal computers and supporting software applications; methods and techniques of public relations.

Ability to:

Make arithmetical calculations quickly and accurately; assist other clerical employees; interpret and apply policies, laws, rules, and regulations; operate a typewriter, calculator, and standard office machines; type or enter data at a speed necessary for successful job performance; maintain comprehensive and accurate files and records; work independently and prepare complex reports; retrieve data from a variety of records and sources; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: Completion of the twelfth grade and three years of increasingly responsible clerical or recordkeeping experience, preferably including some health benefits, workers' compensation, or property and liability experience.

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.