

HUMAN RESOURCES SPECIALIST - BENEFITS

DEFINITION

Under general supervision, performs complex paraprofessional work in support of employee benefits, leaves and workers' compensation ; monitors and/or performs routine and complex research and verification of leave and benefit data; processing benefits enrollment forms; entering new information and changes into HRIS systems; assist with the administration and coordination of the District's Worker Compensation program investigates and resolves complex technical problems and issues; may serve as a lead worker over subordinate employees; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a highly specialized, advanced-level technical administrative class within the Yosemite Community College District (YCCD). Incumbents work independently to provide technical and administrative support related to the administration of employee benefits functions and leave programs. Incumbents utilize technical knowledge of employee benefits administration to make decisions, perform the most complex work and assist professional staff in the development and implementation of goals, objectives, policies and priorities. Incumbents must also be able to interface substantially with District employees, vendors and members of the public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level Human Resources Manager.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate part time and/or student employees on a project or assignment basis.

ESSENTIAL DUTIES

- Performs difficult and highly complex technical administrative work in support of a wide range of Benefits programs and/or projects within Human Resources Department.
- Perform a variety of technical administrative duties related to employee benefits functions for the District.
- Evaluates program processes and procedures; plans, develops and presents recommendations regarding technical methods and techniques of program administration.
- Coordinates leave recording and balancing activities; provides guidance and direction to subordinate staff regarding leave accounting practices; may be responsible for maintaining leave balances for the most complex leaves including FMLA and emergency leaves.
- Serves as a technical resource to others regarding employee benefits matters; provides complex and technical information to District management, employees and the public regarding District benefits packages and employee options; explains a wide range of specialized benefits-related regulations,

rules, policies and procedures; coordinates and conducts new employee benefit orientations and in-service trainings.

- Provides guidance to employees in the completion of benefit related materials.
- Receives, prepares, and processes health, life, and other insurance benefit claims; explains provisions of plans including benefit options; reviews claims and collects and prepares appropriate data for claim determinations; assists employees and beneficiaries in the resolution of claims and benefits issues; assists in the development, preparation, and administration of benefit programs.
- Enters, maintains, and tracks complex benefits data in manual and/or automated systems; enters benefit additions, deletions and status changes.
- Tracking, maintaining and auditing of Retiree eligibility guidelines and monthly retiree premium payments.
- Provides enrollment updates to insurance carriers via website and/or other computer links; provides liaison between the insurance carriers, medical groups, care providers and employees regarding claim and eligibility issues, and coordinates the resolution of such issues within limits of authority.
- Reviews, reconciles and audits monthly insurance premium statements to reconcile with District records; forwards statements for approval and payment.
- Receives and inputs COBRA and retiree benefit payments; monitors COBRA/retiree accounts for delinquency and sends notifications/correspondence as needed to request payment.
- When employee status changes occur, audits payroll benefit deductions to verify that appropriate adjustments were applied.
- Assists with administering, tracking, and coordinating Worker's Compensation program activities; receives, reviews, processes and monitors claims; advises managers and employees regarding follow-up guidelines and procedures; tracks medical treatments, loss of time and temporary disability; monitors modified duty accommodations.
- Serves as a liaison between health providers, management and legal counsel regarding technical Worker's Compensation issues; provides wage statements and other information as required; gathers renewal data pertaining to employee and retiree insurance policies.
- Performs technical research on internal and external benefits-related data, methods, mechanisms and processes; develops and runs computerized queries; tabulates and summarizes data; identifies trends and concerns; prepares summary reports.
- Establishes and maintains complex file and record systems, including those for confidential and sensitive materials.
- Independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; prepares reports, files, correspondence and other documents, including those required for regulatory compliance; may develop and prepare visual presentations, flyers, and graphic materials; may update web pages.
- Attends meetings; may participate on committees and/or task forces.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Principles, practices and procedures pertaining to employee benefits programs.
- Legal mandates, policies, regulations, and negotiated agreements pertaining to employee benefits programs.
- Insurance agreements, claim processing, and adjustment procedures.
- English usage, spelling, grammar, and punctuation; modern office practices and procedures.
- Computer applications, including word processing, spreadsheet, database, presentation, and e-mail software. Microsoft Office products up to the advanced level, depending upon assignment, including Outlook, Word, and Excel.

Ability to:

- Understand, interpret, and apply rules, regulations, laws, and ordinances.
- Perform responsible tasks pertaining to a comprehensive employee benefit program.
- Effectively resolve employee benefit problems, issues, and concerns.
- Make clients and their needs the primary focus of one's actions; show interest in and understanding of the needs and expectations of customers; gain customer trust and respect.
- Break down problems into components and recognize interrelationships, make sound, well-informed and objective decisions.
- Develop new insights into situations and apply innovative solutions to make improvements.
- Prepare fiscally related reports and summaries.
- Understand the organization and operation of the District.
- Analyze situations carefully and adopt effective courses of action.
- Perform arithmetical calculations with speed and accuracy.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted during the course of the work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods moves about an office, stand occasionally, and reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.

- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including substantial public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Pattern I

- Experience: **Two** years equivalent to a Human Resources Technician

OR Pattern II

- Education: Possession of an Associate's Degree from an accredited college or university, with major course work in human resources administration, business administration, organizational behavior or a closely related field.
- Experience: **Four** years performing complex clerical and/or office support duties, preferably in support of employee benefits administration activities.

Special Requirements:

- None

*Class Adopted: 12/12/12
Class Amended: 07/01/20*