

BENEFITS TECHNICIAN

Reports to: Manager, Benefits

Division: Human Resources

Our ideal candidate

You work efficiently, with strong attention to detail. You are a problem-solver with a “can-do” attitude, and enjoy working with a team to get the job done. You understand the sensitive nature of your work and it shows in your care when providing outstanding customer service to SBCEO employees.

General description

Under general supervision, perform a variety of technical and clerical duties involved in administering health and welfare plans and employee leaves; provide customer service and individualized assistance for employees related to group benefits plans or employee leaves; perform research and problem-solving, and make recommendations for internal and interdepartmental procedures related to health and welfare programs and employee leaves.

Specific duties and responsibilities

- Assist in the administration of health and welfare plans by: issuing, collecting, and processing documentation to enroll new employees and process changes for current employees during annual open enrollment period; verifying information and eligibility for benefits for employees and retirees; posting new plan information and rates in enterprise financial system; and posting pay and benefits data.
- Provide support to employees and retirees in utilizing health and welfare benefits by helping them understand their coverage, assisting in the resolution of claims issues, and providing carrier customer service contacts.
- Serve as a liaison between Third Party Administrators (TPAs) for 403 (b) and 457 (b) plans; set up employee participation and coordinate payroll deductions; reconcile payroll deductions and arrange for payments to plan providers; transmit data monthly to TPAs.
- Reconcile invoices and claims from vendors and unions with deductions from employees’ payroll warrants.
- Review short- and long-term disability payments for accuracy and compliance with eligible benefits amounts.
- Research, troubleshoot, and identify benefits issues and discrepancies.
- Coordinate vendor representatives for annual benefits fair; provide setup and staff support at benefit fairs, health screenings, flu shot clinics, and other health-related events.
- Prepare, revise, and keep updated employee letters and benefit plan enrollment forms.
- Calculate sick leave, vacation, and personal leave balances; verify that transactions are posted to correct accounts; monitor, reconcile, and adjust employee leave balances.
- Monitor various forms of exceptional leaves, including, but not limited to, long-term, workers’ compensation, and catastrophic leaves. Calculate and enter reinstatement of leave reimbursed by workers’ compensation payments and other sources.

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- Train and provide technical support to department staff on leave and attendance recording; ensure that departmental information regarding payroll adjustments, employment status, and salary accounts are up to date and accurate.
- Respond to employee inquiries regarding leave balances and calculations, and other payroll adjustments.
- Perform other related duties as assigned.

Requirements

Education: Possession of a high school diploma

Experience: Three years of experience maintaining records and processing transactions related to employee benefits, human resources, payroll, or leaves of absence

College coursework in business, public administration, human resource management, accounting, or related fields may be substituted for up to two years of the required experience on a year-for-year basis.

Knowledge of:

- Practices and terminology of payroll processing
- Arithmetic, including percentages and fractions
- Modern office practices, procedures, and equipment
- Telephone and email etiquette
- Standard office productivity software applications, including spreadsheet programs
- Correct usage, grammar, spelling, punctuation, and vocabulary
- Record-keeping practices

Ability to:

- Learn, interpret, and apply federal and state laws, education codes, SBCEO policies, collective bargaining agreements, and carrier rules affecting health and welfare benefits and employee leaves
- Learn certificated, classified and management payroll procedures and leave rights
- Maintain accurate records
- Use standard office software and enterprise financial system
- Perform arithmetic operations quickly and accurately
- Establish and maintain effective working relationships with others
- Maintain a calm, tactful, friendly and diplomatic manner in interactions with others
- Maintain confidentiality of sensitive information
- Plan, organize, coordinate, and prioritize work
- Meet schedules and timelines

Licenses and certificates

Valid California driver's license; automobile insurance required by law.



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Working conditions

This position is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as lifting and carrying heavy objects, crawling, or stooping — is not generally associated with this position. This position is not typically exposed to significant safety hazards.

Work is performed in a typical modern office environment. Local travel to a variety of locations is required.

Salary range 70

Series

Human Resources

Approved by the Personnel Commission:

Dec. 15, 2011

Revised:

May 25, 2017

Revised

May 27, 2021