

**SAN DIEGO UNIFIED SCHOOL DISTRICT**

**POSITION DESCRIPTION**

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<b>TITLE:</b>	Employee Benefit Specialist	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	Finance Division	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>SALARY GRADE:</b>	042
<b>REVISED:</b>	May 17, 2013		OTBS

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**BASIC FUNCTION:** Perform a variety of complex administrative tasks in the administration of the various components of employee benefit programs while maintaining a high level of confidentiality; resolve benefit plan, reporting, and reconciliation issues; provide information and support to active and retired employees, providers and/or administrators; ensure employee proof of coverage and accurate billing information.

**REPRESENTATIVE DUTIES:** (Incumbents may perform any combination of the essential functions shown below. [Duties may vary from site to site.] This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

**E = Essential Functions**

Administer employee benefit programs in compliance with carrier contracts including enrolling new employees, explaining benefit options, organizing benefit fairs, mediating benefit eligibility and payment issues, open enrollment, and filing claims for the purpose of providing maximum coverage to employees within contract specifications. **E**

Assist personnel, beneficiaries, and insurance providers with verifying eligibility, conveying information, and processing claims. **E**

Use a complex human resources technology solution for enrolling, tracking, terminating, auditing, billing and batch processing of employee/retiree benefit program data. **E**

Counsel employees regarding all aspects of medical, dental, vision, life insurance, and optional plans for the purpose of providing information necessary for employees to make informed decisions. **E**

Support preparation and distribution of documents including open enrollment packets, new enrollment and change forms, fringe benefit packages, and flyers for the purpose of providing information and proof of insurance coverage(s). **E**

Prepare large bulk mailings for active and retired members. **E**

Interpret benefit regulations and guidelines governing eligibility for employees, dependents, and retirees for the purpose of providing assistance regarding various benefit options and assisting in resolving disputes. **E**

Maintain a variety of benefit information including provider contracts, claim files, and employee records for the purpose of providing an up-to-date reference and audit trail. **E**

Maintain retiree enrollment records for the group health/dental program; maintain an up-to-date, timely and accurate correspondence of benefit changes to retirees; assist retirees in plan compliance; receive and process retiree health care insurance payments. **E**

Participate in meetings, workshops and seminars as assigned for the purpose of conveying and gathering information required to perform functions. **E**

Prepare written materials including reports, memos, and letters for the purpose of documenting activities, providing written reference, and conveying information. **E**

Process a variety of benefit information for the purpose of completing enrollment and changes within program guidelines within strict schedules and meeting required timelines. **E**

Reconcile enrollment and employee records including COBRA, medical/dental/vision plans, disability, retirement, and FMLA for the purpose of ensuring accurate eligibility and payment information and complying with contract provisions. **E**

Research discrepancies between employee, payroll, and benefit providers for the purpose of ensuring accuracy of records and auditable transactions. **E**

Resolve conflicts with benefit providers for the purpose of verifying eligibility, conveying information, and processing claims. **E**

Maintain effective relationships with and provide assistance to a variety of plan providers, third party administrators, bargaining units, and district staff. **E**

Support district administration for the purpose of providing information from which to make operational decisions. **E**

Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

A combination of training, experience, and/or education equivalent to five years of recent, full-time equivalent, increasingly responsible employee benefits experience performing advanced functions.

**LICENSES AND OTHER REQUIREMENTS:**

Possession of a valid California driver's license and availability of private transportation (mileage expense allowance provided).

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Technical aspects of field of specialty.
- Basic math, including calculations using fractions, percentages, and/or ratios.
- Comprehensive technology solutions deployed to administer employee benefit programs.
- Codes, regulations and laws related to the job functions.
- Federal and State codes and regulations such as COBRA, HIPAA, FMLA, etc.
- District policies and procedures.
- Health and welfare policy provisions and terminology.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Reading and writing English communication skills.

**ABILITY TO:**

- Provide leadership in assigned functions.
- Communicate effectively orally and in writing.
- Provide quality service to members in person, in writing and electronically.
- Read technical information.
- Solve practical problems.
- Work with detailed information and data of varied types and purposes.
- Compose a variety of documents, and facilitate group discussions.
- Schedule activities, meetings, and events.
- Gather, collate, and classify data.
- Use basic, job-related equipment.
- Work with data utilizing defined but different processes including pertinent software applications.
- Analyze issues and create action plans.
- Problem solve with data that frequently requires independent interpretation of guidelines.
- Establish and maintain effective working relationships with others.
- Communicate and work effectively with a diverse group of individuals and agencies in a variety of circumstances.
- Maintain HIPAA compliance and confidentiality.
- Plan and organize work; manage projects.
- Work with constant interruptions.
- Meet strict schedules and time lines.
- Work under limited supervision following standardized practices and methods.
- Direct other persons within a small work unit.
- Track billing expenditures and reconcile member payment issues.
- Utilize resources from other work units.
- Perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions.
- Prepare and maintain accurate records and reports.
- Operate standard office equipment including computers and related software applications.
- Build and maintain cooperative, professional, and productive relationships.
- Analyze situations accurately and adopt an effective course of action.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Satisfactorily perform the functions of the job.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

This job is performed in a generally clean and healthy environment.

**PHYSICAL REQUIREMENTS:**

Hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare, and proofread documents, perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.