

CORONA NORCO UNIFIED SCHOOL DISTRICT**CLASS TITLE: BENEFITS TECHNICIAN****BASIC FUNCTION:**

Under the direction of an administrator, perform a variety of technical duties in the administration of employee insurance programs; assist employees and retirees regarding enrollment, updates and changes to insurance plans and process billings; interpret and explain complex policies; serve as a liaison between the District and insurance carriers.

ESSENTIAL DUTIES:

- Perform a variety of technical duties in the administration of employee insurance programs; process enrollment and changes to insurance plans; verify documents and records for completeness.
- Serve as a technical resource to personnel concerning employee insurance information, enrollment options, eligibility, coverage and claims; respond to inquiries, resolve issues and conflicts and provide technical information concerning related policies, procedures, guidelines, rules and regulations.
- Communicate with personnel, insurance providers, brokers and various other outside agencies to exchange information, coordinate activities and resolve issues or concerns; serve as a liaison between employees, retirees and insurance carriers or benefit insurance providers; interpret and explain complex health care policies.
- Assist with creating open enrollment plan; prepare schedule and materials; process employee and retiree open enrollment changes.
- Reconcile insurance billings with computerized data, records and files; verify changes on invoices; prepare deposits; prepare records for audit.
- Input employees, benefits and a variety of other data into a computer system; maintain automated employee records and files; generate computerized reports as requested; assure accuracy of input and output data.
- Prepare and maintain a variety of records and reports and compile information related to employee insurance information.
- Operate a variety of office equipment, computer and software.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE/ABILITIES:

Methods, practices, terminology and procedures used in benefits insurance administration.

Processing of various insurance claims.

Employee insurance enrollment practices and procedures.

Collective bargaining agreements and procedures for active and retired employees.

Applicable laws, codes, regulations, policies and procedures.

District organization, operations, regulations, policies and objectives related to position.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

Mathematical calculations.

Perform a variety of technical duties in support of employee insurance programs including

enrollment, data collection, record keeping and claims processing activities.
Serve as a technical resource to personnel concerning employee, insurance programs, options, guidelines and procedures.
Resolve employee issues and concerns regarding insurance.
Serve as a liaison between personnel, insurance brokers and insurance plan administrators.
Prepare and maintain employee ~~benefits~~ insurance records and files.
Update records and notify personnel with changes in employment status.
Interpret, apply and explain rules, regulations, policies and procedures.
Communicate effectively both orally and in writing.
Establish and maintain effective working and cooperative relationships with others.
Prepare and maintain a variety of records and reports.
Operate standard office equipment including a computer and assigned software.

EDUCATION AND EXPERIENCE:

High School Diploma or equivalent, supplemented by college-level coursework (12-semester units) in a related field and four years of experience involving the administration of employee insurance programs.

LICENSES AND OTHER REQUIREMENTS:

TB Test Clearance, Criminal Justice Fingerprint Clearance, Pre-employment Safety Videos.

PHYSICAL DEMANDS:

Dexterity of hands and fingers for fine manipulation.
See to read a variety of materials.
Hear and speak to exchange information frequently.
Sit and stand frequently.
Twist and turn of head and neck frequently.
Reach overhead, above the shoulders and horizontally occasionally.
Bend at the waist, kneel or crouch to file materials occasionally.
Lift and carry light objects weighing up to 10 pounds occasionally.
Push and pull objects up to 35 pounds.