

BENEFITS SPECIALIST

DEFINITION

Under general supervision, performs a variety of responsible technical, and office administrative work to administer various benefits programs; provides consulting services to College employees related to all aspects of benefits programs and activities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a class in the Human Resources Division responsible for performing the full range of technical work in benefits administration, in addition to performing a variety of record-keeping, administrative, and technical support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and College activities, and extensive staff, public, and organizational contact.

Examples of ESSENTIAL FUNCTIONS (Illustrative Only)

1. Administers the College's multi-tiered employee benefits programs, including plans such as retirement, medical, dental, vision, life, short- and long-term disability, a flexible spending program, long term care program, tax shelter accounts, credit union programs, and Consolidated Omnibus Budget Reconciliation Act (COBRA) requirements; acts as liaison to various third-party benefits administrators and health carriers; serves as a resource to all College employees regarding benefit issues and questions.
2. Processes medical, dental, vision, and life insurances bills; processes, reviews, and reconciles deduction reports and monitors accounts for accuracy; prepares reports for signature; coordinates processing and mailing of payments to administrators.
3. Prepares and distributes employee benefits statements; tracks and processes changes.
4. Researches changes in benefit program design and contract provisions; updates new insurance plan rates.
5. Responds to employee and retiree questions and complaints; interfaces with third-party administrators to resolve claims appeals and provides guidance in policy interpretation and plan documents.
6. Schedules and conducts new employee orientations; informs new employees of benefit programs, policies, and related enrollment information.

7. Processes employee benefits changes, including enrollment, terminations, retirements, and other changes; maintains employee benefits information in College and administrator databases; ensures accuracy and confidentiality of data.
8. Coordinates benefits deductions with payroll, including Family Medical Leave Act (FLMA), leave of absence, and other standard and special deductions.
9. Processes COBRA paperwork, including notifications, payments, and enrollee lists; ensures compliance with regulations.
10. Coordinates the open enrollment process, including development and distribution of written informational materials and conducting open enrollment meetings with employees.
11. Develops and coordinates special workshops and related events pertaining to benefits programs.
12. Participates in special benefits administration projects and programs and prepares annual and special reports related to assigned functions and programs; coordinates and integrates program services and activities with other agencies and College departments.
13. Provides general administrative support to the benefits administration function, including preparing correspondence, memoranda, and reports, performing data entry, and maintaining schedules and records.
14. Attends and participates in professional group meetings and various College committees; stays abreast of new trends and innovations in the field of benefits administration.
15. Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
16. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
17. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
18. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
19. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
20. Prepares and delivers oral presentations related to assigned areas as required.
21. Performs other related or preceding classification duties as assigned.

Qualifications

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of benefits administration in a public agency setting.
3. Policies and procedures related to benefits administration.
4. Methods, techniques, and practices of data collection, data entry, and basic report writing.
5. Business letter writing and standard writing practices for correspondence.

6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Business arithmetic and basic financial and statistical techniques.
8. Record keeping principles and procedures.
9. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
5. Communicate effectively through various modalities.
6. Review and reconcile benefits documents and records for completeness and accuracy.
7. Perform detailed benefits administration office support work accurately and in a timely manner.
8. Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.
10. Compose correspondence and reports independently or from brief instructions.
11. Make accurate arithmetic and statistical computations.
12. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
13. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Establish and maintain a variety of filing, record-keeping, and tracking systems.
15. Understand and follow oral and written instructions.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.

18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an associate's degree from a regionally or nationally accredited college in human resources management, business or public administration, accounting, finance, or a related field; and
2. Two (2) full-time equivalent years of auditing or increasingly progressive benefits administration support experience.
 - a. Additional full-time equivalent years of experience can be substituted for the required education on a year-for-year basis up to two (2) full-time equivalent years.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, incumbents must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; ability to understand and comprehend written and electronic materials; and ability to receive, review, and respond communicate in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023; 9/2023; 8/2024