

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: BENEFITS ANALYST

BASIC FUNCTION:

Under the direction of the Senior Administrator, Human Resources, organize and direct the operations and activities related to organizational employee benefits programs including enrollment, data collection, record-keeping, accounting, workers' compensation claims processing and fund disbursement activities; provide consultation to personnel concerning employee benefits information, insurance plans, options, guidelines and procedures; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Organize and direct the operations and activities related to organizational employee benefits programs including enrollment, data collection, record-keeping, accounting, workers' compensation claims processing and fund disbursement activities; provide eligible employees, domestic partners, retirees and surviving spouses with benefits; assure compliance with related laws, regulations, policies and procedures.

Provide consultation and technical expertise to personnel concerning employee benefits information, insurance plans, 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; coordinate and conduct fairs, vendor workshops and meetings as required.

Organize, direct and participate in enrollment activities; assist employees with completing enrollment forms; process and evaluate enrollment forms according to established procedures; oversee flexible spending account enrollments.

Train and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work to assure accuracy, completeness and compliance with established standards, requirements and procedures.

Troubleshoot and resolve employee issues and concerns regarding benefits; research information as necessary; prepare and distribute correspondence to employees, retirees and plan participants concerning employee benefit plans, policies, procedures and related information; provide employees with related informational materials; refer staff to outside resources as appropriate.

Prepare contracts and contract changes for certificated staff; provide orientations for certificated staff.

Supervise and participate in the inputting of employee, benefits and a variety of other data into an assigned computer system; maintain automated employee records and files; generate computerized reports as

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requested; assure accuracy of input and output data.

Serve as a liaison between personnel, payroll staff, insurance brokers and benefit plan administrators; collaborate with staff, brokers, providers and others to assure accurate and timely delivery of employee benefits to employees; review renewal contracts and resolve discrepancies with brokers.

Participate in a variety of activities involved in providing COBRA benefits for eligible employees; coordinate retirement, medical, dental and vision benefits for early retirees; prepare and process retirement forms and related benefits.

Organize, direct and participate in the processing and investigation of insurance claims; advise employees of policy provisions and claims procedures; monitor time off and modified duty days due to worker's compensation; prepare required documentation and determine claim eligibility; resolve claims issues as needed; process, evaluate and assure proper administration of Workers' Compensation claims as assigned; coordinate the return-to-work program.

Lead and participate in the preparation and maintenance of a variety of records and reports related to employee information, benefits, rates, retirements, terminations, insurance plans, contracts, dependents and other assigned duties; update forms as needed; establish and maintain filing systems.

Communicate with personnel, insurance providers, brokers and various other outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Order, receive and maintain inventory of benefits materials.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization and direction of the operations and activities related to organizational employee benefits programs including enrollment, data collection, record-keeping, accounting, workers' compensation claims processing and fund disbursement activities.

Federal and State COBRA laws, rules and regulations.

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

Employee benefit packages and insurance programs.

Summary plan descriptions, vendor contracts and related forms.

Payroll practices, procedures and terminology.

Processing and evaluation of various insurance claims.

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Principles and practices of supervision and training.
Employee benefits enrollment practices and procedures.
Collective bargaining agreements and procedures.
Policies and objectives of assigned programs and activities.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.
Oral and written communications skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Mathematical computations.

ABILITY TO:

Organize and direct the operations and activities related to organizational employee benefits programs including enrollment, data collection, record-keeping, accounting, claims processing and fund disbursement activities.
Provide consultation and technical expertise to personnel concerning employee benefits information, insurance plans, options, guidelines and procedures.
Process, evaluate and assist employees with the completion of enrollment forms.
Train and evaluate the performance of assigned personnel.
Troubleshoot and resolve employee issues and concerns regarding benefits.
Prepare and maintain permanent employee benefits records and files.
Update records and notify personnel with changes in employment status.
Interpret, apply and explain rules, regulations, policies and procedures.
Make arithmetic calculations quickly and accurately.
Communicate effectively both orally and in writing.
Establish and maintain effective working and cooperative relationships with others.
Plan and organize work.
Meet schedules and time lines.
Prepare and maintain a variety of records and reports.
Operate standard office equipment including a computer and assigned software.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in public administration, business administration or related field and three years of increasingly responsible experience working with employee benefits programs.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Hearing and speaking to exchange information in person and on the telephone.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching to file materials.