

Benefit Plans Technician

Purpose Statement

The job of Benefit Plans Technician is done for the purpose/s of providing support to the delivery of employee benefits plans with specific responsibility for assisting with all aspects of employee benefits and benefit information; resolving insurance benefit, retirement, reporting and reconciliation problems; providing information to new and current employees, providers and/or administrators; and ensuring employee proof of coverage and accurate billing.

This job reports to Assigned Administrator

Essential Functions

- Assists personnel, beneficiaries and/or insurance providers for the purpose of verifying eligibility, conveying information and processing claims.
- Distributes documents (e.g. open enrollment packets, new/change forms, fringe benefit packages, flyers, etc.) for the purpose of providing information and proof of insurance coverage/s.
- Implements employee benefit in compliance with carrier contracts (e.g. enrolling new employees, explaining benefit options, organizing benefit fairs, mediating benefit eligibility and payment issues, open enrollment, filing claims, return to work, etc.) for the purpose of providing maximum coverage to employees within contract specifications.
- Maintains a variety of benefit information (e.g. provider contracts, claim files, employee benefit records, etc.) for the purpose of providing an up-to-date reference and audit trail.
- Participates in meetings, workshops and seminars as assigned (e.g. teacher orientation, Medicare and affordable care seminars, open enrollment fair, etc.) for the purpose of conveying and gathering information regarding District Benefit plans.
- Processes a variety of benefit information for the purpose of completing enrollment/changes within program guidelines.
- Reconciles enrollment forms and billings to employee records (e.g. COBRA, disability, retirement, health, FMLA, etc.) for the purpose of ensuring accurate eligibility and payment information and complying with contractual provisions.
- Researches discrepancies between employee, payroll, benefit provider/s, and government agencies for the purpose of ensuring accuracy of records and maximizing eligible payments.
- Resolves conflicts with benefit providers for the purpose of verifying eligibility, conveying information and processing claims.
- Works with Human Resources (e.g. monitoring COBRA and other required processes for eligible employees, receiving payments, etc.) for the purpose of ensuring communication of required notifications are conveyed to employees.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: using email, participating in virtual meetings and interact with documents such as DocuSign, etc.; applying district, state and federal policies and regulations; operating standard office equipment; preparing and maintaining accurate records; planning and managing projects; utilizing pertinent software applications; analyzing data; applying assessment instruments; classifying data and/or information; promoting activities and/or events; employing excellent communication skills; exercising patience when dealing with employees; assessing issues; and providing resolution.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: group employee benefits programs including all forms of insurance and statutory requirements; codes, regulations & laws related to the job functions; generally accepted personnel management practices, fair employment practices, and other laws governing human resources; personnel records; and human resource functions including employment, payroll, and employee communications.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; meeting deadlines and schedules; maintaining confidentiality; working with constant interruptions; working with detailed information/data; providing accuracy and attention to detail; adapting to changing work priorities; analyzing issues and determining appropriate course of action; communicating with persons of diverse backgrounds; dealing with frequent interruptions; displaying tact and courtesy; multi-tasking; organizing tasks; setting priorities; and working as part of a team.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience with increasing levels of responsibility is desired.

Education: Community college and/or vocational school degree with study in job-related area.

Equivalency:

Required Testing

Job-Related Skills Proficiency Test

Certificates and Licenses

Continuing Educ. / Training

Clearances

Criminal Background Clearance
Tuberculosis Clearance

FLSA Status

Non-Exempt

Approval Date

10/6/2021

Salary Grade

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