

**San Jose · Evergreen Community College District  
Confidential Job Description**

**Position:** Benefits Coordinator

**Department:** Human Resources

**College:** District Office

**Date:** 5/24/17

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**POSITION PURPOSE**

Under general direction of Human Resources Supervisor or assigned administrator, the Benefits Coordinator is responsible for the coordination, development, evaluation and compliance of the District's health and welfare programs. This position serves as the primary District resource in the area of health and welfare benefits including ADA compliance and workplace accommodation; administers the process and resolution of workers' compensation claims; and works with various vendors to conduct employee information sessions or trainings, etc. The position may direct the work of other lower level staff in assigned area.

**DUTIES AND RESPONSIBILITIES:**

1. Administer the District Employee Health and Welfare Benefit Programs, including medical, dental and vision care insurance's employee assistance program, life insurance, long-term disability (LTD) insurance, and programs mandated by the Consolidated Omnibus Budget Reconciliation Act (COBRA).
2. Serve as District liaison to insurance companies in all aspects of coverage involving employees, retirees and their covered dependents; maintain communication with employees/retirees regarding benefit plans and retirement programs; provide information and assistance regarding filing requirements and filling out of claims for medical, dental vision care, LTD and life insurance coverage, requests for payment and/or reimbursement of benefits, etc.
3. Serve as District liaison to search, review and contract with insurance company representatives and benefit consultants including renewals, resolve claim problems, and ensure contract compliance.
4. Maintain all hard copy and electronic files related to District benefits and related employee communications. Use information to reconcile and prepare invoice payment for insurance carriers, maintaining accurate enrollment information and coordinating enrollment changes.
5. Implement District annual open enrollment and correspondence with carriers and administrators with the plan; review enrollment forms and other documents for accuracy and forward to appropriate carrier, assist employees with information for proper filing of claims and problem resolution; organize and coordinate annual benefit fairs.
6. Administer and track budget allocated to employee benefits, including managing and projecting current and future benefit related cost and long-term planning.
7. Establish partnerships with contracted vendors and third party administrators and maintain strong working relationships; actively seek potential cost savings; establish standards of customer service and support provided to the District by vendors/third party administrators.
8. Maintain data required to generate employee benefits reporting such as Affordable Care Act, COBRA, and other rules and regulations affecting active, retired and terminating employees.
9. Coordinate the District Workers' Compensation program within State-mandated time frames; act as liaison with the District's Workers' Compensation insurance carrier and with District employees; keep Payroll, other HR staff and appropriate managers informed on employee status.

10. Oversee District ADA compliance and coordinate workplace accommodations, including monitoring the return to work of individuals from medical or worker compensation leaves. Manage budget for accommodation requests by approving purchases that fall within the obligation of the District.
11. Conduct orientation sessions for new employees, provide information regarding health and welfare benefits programs, Worker's Compensation program. Keep other HR staff informed of any changes in benefits and programs.
12. Serve on the District Safety Committee to ensure the Illness and Injury Plan and Procedure (IIPP) is current and procedures are implemented.
13. Perform related research and analysis including preparation of reports on topics such as enrollments, expenses and cost projections.
14. Arrange for employee trainings, workshops and education opportunities related to understanding and participating in District health and welfare benefits programs.
15. Perform other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Rules, regulations and policies of the District and health care providers pertaining to employee benefit coverage.
2. Federal and State laws and regulations relating to employee benefits.
3. Benefit program administration, including enrollment, eligibility and claim processing.
4. Principles and procedures of Worker's Compensation claim processing.
5. COBRA regulations.
6. Types of employee benefit and insurance programs.
7. Basic accounting, record keeping and business mathematics.
8. Computer operation including software applications for word processing, database management and spreadsheets.
9. Technical aspects of field of specialty.
10. Interpersonal skills using tact, patience and courtesy.
11. Principles of business letter writing and basic report preparation.

### **Ability to:**

1. Establish and maintain effective and efficient working relationships with staff at all levels of the organization and the general public.
2. Communicate effectively both orally and in writing in a courteous and effective manner.

3. Administer the employee benefit programs for the District; provide technical information and assistance to employees regarding benefit programs.
4. Retrieve data using a computer; utilize word processing, spreadsheets and other software.
5. Maintain confidentiality of sensitive and/or confidential matters.
6. Interpret, apply and enforce a variety of laws, rules, regulations and other guidelines pertaining to benefits administration and workers' compensation.
7. Effectively resolve problems, issues and concerns.
8. Research and compile information and data and prepare reports.
9. Work with a significant degree of independence in carrying out assigned duties.

**Experience and Education:**

1. Bachelor's degree from accredited college or university.
2. Three years responsible experience in administration of employee benefit programs.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.
4. Success integrating diversity as appropriate into the major duties outlines in the job description and in the duties listed in the District's hiring policy; or demonstrated equivalent transferable skills to do so.

Board Approved: 5/23/17

Salary Range: C-130 (changed from CSEA to Confidential group; 4/17 reclassified from Benefit Analyst C115)

EEO Category: 2B2 – Other Professionals