employees, retirees, carriers, physicians, attorneys, and others for a variety of subjects, including, but not limited to, benefits coverage, eligibility, claims procedures, work-related injuries, medical leaves, and disability status

Assists with various special projects related to assigned functions

Prepares payment of insurance costs to vendors, reconciling monthly invoices, adding and deleting members, determining correct invoice totals, and issuing warrants

Audits monthly payment to insurance vendors, comparing amounts against payroll reports and charging benefits costs to appropriate program fund accounts

Adjusts discrepancies, ensuring proper charging of costs to offset funds spent for insurance coverage and including payroll charges for districts' share of benefits costs

Software application programs for word processing and spreadsheets

Proper English usage including grammar, punctuation, spelling, and sentence structure

Ability to:

Perform a variety of specialized work assignments related to employee benefits processing, cost distribution, workers' compensation, and system maintenance

Plan, organize, and prioritize work assignments to meet time requirements and facilitate workflow

Analyze, interpret, and apply pertinent codes, laws, rules, and regulations related to employee benefits assignments

Analyze and interpret a variety of fiscal and program information and data related to employee benefits work

Understand and apply internal fiscal controls in the performance of work assignments

Identify problem areas or situations, determine problem causes, and take appropriate action to resolve identified problems

Prepare and maintain accurate employee, COBRA and retiree records, financial summaries and benefits reports

Communicate effectively in oral and written form

Maintain professionalism and confidentiality in the course of all personnel interactions and transactions

Advise and assist employees and/or their dependents in crisis situations in a sensitive and confidential manner

Perform complex mathematical/statistical calculations quickly and accurately identify and correct errors in arithmetical calculations made by others

Keyboard at a rate that ensures successful job performance

Operate standard office equipment and machines

**EDUCATION, TRAINING AND EXPERIENCE:**

*Employee Benefits Specialist I:* A combination of education, training and experience which clearly demonstrates possession of knowledge, skill and abilities detailed above. A typical qualifying background would include one year fiscal/statistical record keeping experience related to group employee benefits and/or health insurance programs. Experience must include maintaining computerized records. College-level course work in human resources, public administration, or a related field is highly desirable.

*Employee Benefits Specialist II*: A combination of education, training and experience which clearly demonstrates possession of knowledge, skill and abilities detailed above. A typical qualifying background would include three years fiscal/statistical record keeping experience related to group employee benefits or similar health insurance programs. Experience must include maintaining computerized records, and interpreting and applying complex laws, rules and regulations. Experience providing technical leadership is desirable. College-level course work in human resources, public administration or a related field may be considered as partial fulfillment of the work experience requirement.

**WORKING CONDITIONS:**

Generally, duties are primarily performed in an office environment while sitting at a desk. Incumbents are subject to contact with or constant interruptions by staff, employment candidates and/or employees.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare and proofread documents; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve

Santa Clara County Office of Education