



## **BENEFITS CLERK**

February 4, 2008

Job Code: 512CBE  
Bargaining Unit: CCEA

### **Description of Work**

#### **General Statement of Duties**

Performs skilled clerical work in the District's Benefits unit responding to inquiries from employees about the benefits offered by the District; entering employee benefit records on the human resource information system; gathering unemployment information for submission to contractor; and performs related duties as required.

#### **Supervision Received**

Works under the moderate supervision of a unit supervisor.

#### **Supervision Exercised**

None.

#### **Typical Duties Performed**

The listed examples may not include all the duties performed by all positions in this class.

Contributes to the District's inclusive workforce initiatives by fostering a safe, welcoming and respectful environment.

Provides benefits information to employees who call or walk-in; responds to general benefits questions from employees about benefits plans/programs offered by the District, including medical, dental, life, short and long-term disability, the flexible spending account, COBRA, pension plans and related programs; sends benefits information to employees as requested

Assists employees with benefits enrollment or changes; answers questions about insurance premium deductions; ensures that employees are selecting insurance options for which they are eligible.

Calculates premiums for insurance coverage selected by employees, including retroactive premiums, and/or adjusts premium to cover enrollment changes; calculates premiums for optional coverage guaranteed amounts; data enters status change enrollments and premium deduction adjustments.

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### **Typical Duties Performed (continued)**

Notifies employees of status and related benefits changes, if any, and employee requirements for maintaining benefits; invites employees to orientation sessions when appropriate.

Acts as liaison between employees and insurance carriers to ensure proper employee enrollment, effective date of coverage and related issues.

Verify insurance coverage with third party administrators or public agencies providing medical coverage.

Review new and renewal insurance applications; audit eligible date and coverage elections to ensure elections are accurate according to the employee's bargaining unit agreement; enter enrollment information into the human resource management system and update as necessary.

Generate benefits reports tracking new hires and employment status changes affecting benefits; research job records and send out appropriate letters to employees.

Generates insurance carrier reports for third party administrators providing employee information about new hires, status changes affecting benefits, insurance status of leaves of absence employees; termination and reinstatement of benefits.

Contacts administrators to gather information on unemployment claims; responds to district unemployment service provider relating to employee status. Maintains a record of employees filing for unemployment and the status of their claims.

Provides clerical support for benefits staff. Word processes letters, memo, and reports including complex, confidential and technical material; compose routine correspondence; compile and assemble information for reports.

Assists with orientation sessions; schedules employees; generates report of attendees at each meeting; prepares materials; greets and assists employees attending sessions.

Assists with coordinating annual open enrollment, including scheduling meetings and attending meetings to assist employees and respond to general benefits questions.

Processes health and pension verification forms.

Word processes and distributes insurance grid and summary sheets for providing quick reference on the benefits sponsored in each labor agreement.

Maintains an inventory of benefits forms, pamphlets and brochures.

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### **Typical Duties Performed (continued)**

Performs other related duties as assigned.

### **Knowledge, Skills & Abilities**

Working knowledge of benefit plans/programs.

Working knowledge of bargaining unit contracts and how benefits are defined in those contracts.

Working knowledge of applicable laws, rules and regulations relating to employee benefits and workers' compensation.

Working knowledge of human resource information system software and other computer software including MicroSoft Word, Excel, FileMaker Pro, Lotus Notes and related software and considerable skill in utilizing these software packages in performing work.

Working knowledge of data privacy regulations and the necessity to keep information confidential.

Working ability to perform mathematical computations with accuracy.

Working ability to communicate effectively with district employees and others representing a diverse cultural and ethnic population.

Working ability to prioritize work in a constantly changing environment.

### **Minimum Qualifications**

High school diploma and four years of clerical experience, at least one of which must have been working with employee benefits in a human resource department or an insurance company or agency.