



JOB TITLE: BENEFITS ADVISOR

Classification: Confidential
Salary Range: 12

Retirement Type: PERS*
Revised/Board Approved: June 20, 2022

BASIC FUNCTION:

CONFIDENTIAL STATUS: This is a confidential position as defined in the Government Code, Section 3540.1. "Confidential employee" means any employee who, in the regular course of his or her duties, has access to, or possesses information relating to, his or her employer's employer-employee relations.

Under the direction of the Director of Human Resources, administer the District's employee benefits program including health, dental, vision, life insurance, Tax Shelter Annuities, Section 125 - Reimbursement Program, open enrollment processing, and COBRA.

REPRESENTATIVE DUTIES:

Administer the District's Employee Health and Welfare Benefits Programs, including medical, dental, vision, life insurance, Tax Sheltered Annuities, Section 125 - Reimbursement Accounts, and COBRA.

Update and maintain benefits information in various software databases to ensure accurate enrollment in the District's Employee Health and Welfare Benefits Programs.

Organize and oversee the District's annual open enrollment; develop open enrollment procedures, marketing materials, and correspondence in collaboration with carriers and other third party vendors.

Oversee the benefits enrollment process for employees and retirees. Conduct pre-retirement benefits counseling and benefit orientations for new employees. Provide guidance on the range of benefit options available. Answer questions and resolve problems relating to employee health and welfare benefits. Facilitate the set-up of employee benefit selections and assure that eligibility criteria is met and applications for and/or enrollment in benefits has been completed. Conduct exit interviews for terminating and retiring employees for transition of benefit options.

Serve as a District resource to employees, retirees, beneficiaries, and COBRA participants for benefits information and claims. Act as a liaison between LACOE and benefit vendors.

Advise employees on eligibility and requirements for paid and unpaid leaves such as Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), disability leaves, military leaves, and personal leaves; process appropriate application forms and benefits paperwork. Provide direct payment information for employees who are on an unpaid leave of absence. Track leave statuses and follow up with employees as appropriate. Send leave status reports to appropriate management and District departments.

Communicate with other District departments and personnel, insurance companies, health organizations and governmental agencies to ensure accurate enrollment dates and benefit coverage levels are properly reconciled; maintain communication with retired employees regarding benefits; prepare correspondence or receive and make telephone calls to obtain, verify and provide information as necessary.

Provide information and assistance in person or on the telephone to District employees.

Coordinate the District's Insurance Benefits Committee meetings and serve as the administrative liaison with the District's benefits brokers and insurance carriers.

Prepare and maintain a variety of records, files and reports related to District benefits.

Prepare negotiation and grievance materials for District and bargaining unit meetings regarding District benefits.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school supplemented by courses in insurance or a related field, and four years increasingly responsible experience in comprehensive benefits administration, or related field.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Employee benefit and insurance programs and procedures.

Payroll functions and processing

Policies and laws necessary to process benefit-related documents.

Modern office practices, procedures and equipment.

Laws, rules and regulations related to assigned activities.

Demonstrate interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Record-keeping techniques.

Telephone techniques and etiquette.

Human Resources Systems and general software applications and operations of a computer, including word processing and database or spreadsheet software application programs.

Abilities/Skills:

Quickly learn the campus organization and applicable operations, policies and procedures.

Administer the employee benefits program for the District.

Provide a variety of technical information and assistance to employees regarding benefits programs.

Perform responsible secretarial and clerical work with speed and accuracy.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Understand and follow oral and written directions.
Operate a variety of office equipment including a computer terminal.
Work independently with little direction.
Maintain complex records and prepare reports.
Utilize appropriate software to facilitate duties of the position.
Work confidentially with discretion.

Licenses or Other Requirements:

Valid California driver's license.

WORKING CONDITIONS:

Dexterity of hands and fingers to operate a keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting for extended periods of time.
Seeing to read a variety of materials.
High volume telephone usage.
May be exposed to hostile or confrontational situations when explaining or implementing departmental or campus policies, procedures, or state and federal laws.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.