

## **HEALTH & WELFARE TECHNICIAN**

### **DEFINITION:**

Under general supervision and with administrative guidance, performs a variety of clerical and technical record keeping duties in connection with administration of the District's health and welfare benefit programs; serves as a liaison with insurance carriers, the Health Insurance consultant and employees in answering inquiries, resolving problems and communicating benefit coverages; coordinates staffing for District's high school/college work experience program and other exempt employees; assists other Human Resource staff during peak demand periods; assumes and performs related work as necessary or required.

### **CLASS CHARACTERISTICS:**

This is a position having significant responsibility for performing technical clerical work involved in providing certificated and classified employees information about and enrollment into District provided Health and Welfare benefit programs. The incumbent works with the District's insurance consultant and providers to troubleshoot and resolve eligibility and/or benefits problems. The incumbent exercises independent judgment in providing confidential and sensitive information to carriers, employees and others. This position is pivotal in facilitating the District's health and welfare programs and assists in the efficient daily operations of the Human Resources Department.

### **EXAMPLES OF DUTIES:**

Enrolls eligible employees into District provided health and welfare programs of their choice. *E*

Counsels, advises and/or answers employees questions regarding available District-provided and optional health and welfare benefit programs; Provides information regarding costs, coverage, plan terms and conditions, and coordination of benefits. *E*

Provides guidance in completion of benefit selection and payroll deduction forms. *E*

Serves as liaison between employees and benefit providers in reconciling benefit coverages, payments and resolving eligibility concerns related to dependents of employees. *E*

Prepares and organizes materials, information and procedures utilized for open enrollment of employees eligible for District health and welfare benefits; *E*

Coordinates provider participation in annual periods of open enrollment; *E*

Inputs, retrieves and monitors benefit information to ensure compliance with State and Federal insurance regulations; *E*

Reviews and analyzes carrier provided documentation and insurance and benefit contracts and/or booklets for completeness, accuracy and compliance with the District's contract with the provider. *E*

Receives and analyzes claim reports, monitors and corrects billing errors. *E*

***E* denotes an essential function of the job.**

Posts information to logs, records, charts, cards and maintains the Employee Medical Database. *E*

Designs files and establishes insurance pools for classified and certificated employees; *E*

Conducts research and prepares summary reports dealing with health and welfare issues for labor contract negotiations and cost containment. *E*

Maintains coordinated calendars pertaining to insurance matters, making appointments and setting up meetings between insurance carrier representatives, District administration and/or the Health Insurance consultant. *E*

Coordinates and oversees the annual employees benefit fair, including making arrangements for the participation of health related vendors and attendance of District employees. *E*

Coordinates staffing for all non-classified/non-certificated employees, keeping accurate accounting of minimum qualifications, TB testing, monthly wage increases, evaluations.

Provides assistance to other clerical positions in Human Resources as necessary.

Inputs and retrieves information and data and prepares confidential reports, independently composes and prepares related correspondence.

**SUPERVISION:**

General supervision is received from the Assistant Superintendent, Human Resources.

Supervision is not exercised over other employees.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

Types, kinds, structure and operation of employee benefit programs, including familiarity with insurance programs, coverages and claims processing;

Word processing, spreadsheet, database, Internet and E-mail computer applications;

Modern office methods, procedures, practices, terms and equipment used in a personnel office;

Public relations;

Business office telephone techniques and etiquette;

Correct English usage, spelling, grammar and punctuation;

Business mathematics;

Standard record keeping and filing system procedures.

**Ability to:**

Perform a wide variety of responsible clerical and complex technical work;

Analyze technical information and make sound judgments and recommendations relating to benefit plans and insurance coverages;

Provide quality customer service to and deal effectively with a wide variety of personalities in situations requiring diplomacy, courtesy, and credibility;

**Ability to:** (continued)

Interpret and explain complex insurance and benefit plan information to others;

Operate various office and specialized equipment including a PC (personal computer) and effectively utilize word processing, spreadsheet, data base, Internet and E-mail software;

Keyboard at a net corrected speed of 50 WPM;

Establish and maintain effecting working relationships;

Work independently utilizing sound judgments and discretion in a variety of situations;

Carry out oral and written instructions, and plan, organize and prioritize work;

Effectively and efficiently maintain accurate records and files;

Maintain confidentiality of information.

**EDUCATION AND EXPERIENCE:**

Equivalent to completion of the twelfth grade, preferably supplemented by courses focused on insurance and/or office records management. Several years of successful experience performing responsible clerical work, preferably in health and welfare insurance plan administration.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Safely lift, carry, push up to 25 pounds; frequently sits, stands, walks; occasionally stoops, bends, and reaches over head; repetitively uses fingers on both hands simultaneously; communicates clearly and is able to understand normal voice conversation; visual acuity sufficient to see small details in an office environment; uses a computer and telephone; works inside exclusively; has direct contact with public and other district staff occasionally in difficult interpersonal situations; frequently works without direct guidance from supervisor, occasionally with high volume and tight deadlines.

Last revised 1/02

Reviewed with no revisions 3/9/06