

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

Position: Benefits Coordinator

Department: Human Resources

POSITION PURPOSE

Under general supervision, the Benefits Coordinator performs professional, technical and a variety of complex technical and specialized duties in the areas of employee benefits administration and employee relations; coordinates, develops, and evaluates the District's health and welfare programs and assists employees with selection and use of plan benefits; administers the District's benefits plans, workers' compensation and employee leaves; ensures compliance with the Americans with Disabilities Act (ADA) and coordinates worker accommodations; liaises with vendors, third-party administrators, health insurance plan providers; reviews, approves and prepares vendor invoices to be processed for payment; participates in labor negotiations; may lead projects and provide lead-level guidance to all employees, Human Resources staff, and student workers; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Benefits Coordinator is distinguished from other classes in the series in that incumbents require specialized and in-depth knowledge of benefits administration including health plans, various types of insurance, retirement programs, workers' compensation and leaves administration.

Incumbents assigned to the classification are exposed to sensitive collective bargaining information and materials during the negotiating process and are designated as a Confidential classification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification and assigned duties may include work that is similar, related or a logical assignment to this class.

1. Oversees and participates in the day-to-day operations and service delivery of the District's benefits program including medical, dental and vision care insurance, employee assistance program, life insurance, long-term disability (LTD) insurance, and programs mandated by the Consolidated Omnibus Budget Reconciliation Act (COBRA).
2. Counsels and educates current employees and eligible retirees on the various aspects of available benefits programs and with understanding routine to complex benefit enrollment, usage and change processes and rules; provides general information on issues related to health plans in retirement; holds trainings and workshops to ensure employees understand and utilize benefits.
3. Coordinates and conducts the annual open enrollment process; prepares and distributes benefit enrollment information; prepares and presents workshops to explain new and available benefits options and plan changes to employees; updates the Human Resources Benefits website; coordinates enrollment in Flexible Spending Accounts (FSA), adding new enrollees and checking status of employee accounts.
4. Assists employees complete forms including those requiring additional information; compiles benefits orientation materials and presents benefits orientation to new employees; organizes the collection of enrollment forms and other paperwork; answers questions and disseminates information on health benefits and other standard and voluntary benefits.
5. Processes requests for enrollment of new employees and eligible existing employees with qualifying events; transmits information to carriers and third-party administrators and assists employees and their dependents resolve benefits enrollment/coverage issues.
6. Participates in collective bargaining negotiations and meet-and-confer meetings with employee groups; collects and analyzes benefits usage and cost data for use in regular meetings with the union

and in formulating negotiations proposals; administers labor agreement provisions; serves as a resource to managers and supervisors on collective bargaining agreements; maintains and updates benefits documents, forms, and Human Resources Information System(s) (HRIS) post negotiations as needed.

7. Monitors and administers employee leaves and absences in compliance with applicable laws, rules and regulations, health department mandates and other applicable laws and collective bargaining agreement provisions pertaining to employee leaves including those related to Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), parental leave, extended sick leave, military leave, and workers' compensation; works closely with Payroll to coordinate, track and administer employee medical leaves.
8. Administers the District's workers' compensation program; serves as first point of contact in work-related injuries; provides required claim forms and refers injured workers to designated providers for evaluation and treatment; serves as liaison between the District and third-party administrators for claims administration, medical providers and employees; ensures non-industrial claims are properly scrutinized and investigated; monitors and tracks workers' compensation leave usage; collaborates with third-party administrators, District Human Resources administration, and/or legal counsel regarding settlements.
9. Provides appropriate and timely notices to employees regarding their rights, obligations and, if necessary, payroll status; discusses options with employees unable to return to work as their leave time nears exhaustion; files benefits-related information in employee benefits files; maintains spreadsheets with benefited employee data for communication and tracking; maintains separate confidential medical and workers' compensation files.
10. Facilitates reasonable accommodation determinations by interacting with employees, their supervisors, and District Human Resources administration, and coordinating the interactive discussion process for ADA/FEHA and workers' compensation accommodation requests; coordinates and documents work restrictions and facilitates discussions related to accommodations and modified duties; coordinates employee return to work with employee and supervisor.
11. Serves as a department liaison with Information Technology Solutions and Services (ITSS) for the benefits module in the HRIS; ensures accuracy of employee records, codes, deductions (pre- and post-tax) and data in HRIS and compliance with collective bargaining agreements; processes and ensures accuracy of rate changes, taxation changes, and benefits updates and tests in HRIS system; participates in resolving data transfer issues to third-party providers; represents the department at meetings and in discussions regarding system changes/problems and makes recommendations for improvement.
12. Ensures compliance with legal and regulatory requirements including provisions of the Health Insurance Portability and Accountability Act (HIPAA), the Affordable Care Act (ACA), contractual agreements and collective bargaining agreement requirements; ensures accuracy of data and collaborates with ITSS to generate and submit mandated reporting.
13. Represents the District and liaises with health insurance provider; coordinates with the District's broker and attends meetings to present information on any benefit plan/cost changes under consideration; coordinates health insurance vendor payments; verifies eligibility, calculates monthly bills, calculates fiscal amount owed and ensures timely payments; works closely with third-party administrator to ensure receipt of monthly payments for retiree health and COBRA benefits.
14. Leads and coordinates staff in Districtwide studies and in developing and applying new methods and processes to achieve higher efficiency and quality in department work processes; participates in scheduling, assigning and monitoring work of other employees for completeness, accuracy and

conformance with District standards; provides information, instruction and training on work processes, proper uses of equipment and safe work practices.

15. May represent the department or serve on committees; attends District, local, regional, state and national conferences, meetings, workshops and training seminars as directed.
16. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Policies, procedures, and regulations pertaining to benefits administration, workers' compensation and leaves administration in a public sector organization.
2. Employee relations principles and practices.
3. Labor relations principles and practices, including negotiation and contract administration.
4. Research methods and analysis techniques.
5. Advanced operational knowledge of HRIS as it relates to benefits and leaves tracking and system auditing.
6. Mathematical and/or statistical analysis and techniques.
7. Federal, state and other applicable laws and regulations and District policies and procedures governing human resources including applicable sections of the California Education Code, HIPAA, ACA, ADA, Family Educational Rights and Privacy Act (FERPA).
8. Principles, practices, methods and techniques of program analysis and planning and management as applicable to assigned area.
9. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
10. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Coordinate and implement assigned benefits program, services, policies and guidelines.
2. Understand, interpret, explain and apply District, state and federal policies, laws, regulations and court decisions governing the District's benefits program administration including case law, Board Policies and Administrative Procedures and collective bargaining agreements.
3. Organize, coordinate and participate in the day-to-day administration of the District's pre- and post-tax benefit plan offerings.
4. Understand, interpret, explain and apply complex insurance, benefit plan, leave and workers' compensation laws, regulations, contract provisions, policies and procedures.
5. Represent the District and negotiate effectively with other District employees, vendors and third-party administrators.
6. Consult effectively with administrators and supervisors to develop solutions to difficult organizational and people-management issues.
7. Evaluate benefits program and make sound recommendations for improvement.
8. Research, collect and analyze accurate and relevant data and facts from multiple sources and through investigations.
9. Demonstrate excellent writing, training and presentation skills.

10. Maintain confidential and administrative records and files.
11. Plan and organize work to meet schedules and timelines.
12. Provide accurate and timely reporting and accountability.
13. Build and foster knowledgeable, cohesive and effective work teams.
14. Establish and maintain cooperative and effective working relationships with others.
15. Operate a computer, assigned office equipment and standard business applications; utilize HRIS, payroll and reporting systems for entering and extracting data and reports.

Education and Experience:

1. A bachelor's degree from an accredited college or university with course work in human resources management or a related field.
2. Three years of increasingly responsible experience in human resources or benefits administration.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Desirable Qualifications:

1. Experience working at a higher-education institution is preferred.
2. Experience with complex Human Resources Information System operation.
3. A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program or the ability to travel to other District campuses and locations.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than the assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files, etc.; perform constant computer operation and other communication and office equipment; observe details at close range; and move/lift up to 10 pounds.

Mental Demands:

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: December 9, 2025

Salary Range: C-130

EEO Category: 2B2- Other Professionals