

## **DESERT COMMUNITY COLLEGE DISTRICT**

### **EMPLOYEE BENEFITS AND OPERATIONS SPECIALIST (CONFIDENTIAL)**

#### **BASIC FUNCTION**

Under the direction of the Executive Director, Human Resources and Labor Relations, performs a variety of routine and complex administrative, technical and professional work in analyzing, coordinating and administering the various components of the employee benefits, ADA accommodations and resulting interactive processes, leaves, RideShare program, wellness, and workers' compensation programs while maintaining a very high degree of confidentiality. The Employee Benefits and Operations Specialist (Confidential) acts as an alternate board member for RSRMA (Riverside Schools Risk Management Association) and participates in RSRMA meetings, discussions, annual strategic planning, campus safety inspections, ergonomic evaluations and additional risk management duties assigned by the Executive Director, Human Resources and Labor Relations. The Employee Benefits and Operations Specialist (Confidential) duties normally require access to confidential information that is used to contribute significantly to the development of management positions.

#### **REPRESENTATIVE DUTIES**

1. Respond to employee and retiree inquiries regarding enrollment, eligibility, administration, claims resolution, and deductions regarding group health insurance (medical, dental, vision, prescription drug, employee assistance program), life insurance, flexible spending accounts, long term care, and COBRA. Maintain the confidentiality and privacy of employee and District records.
2. Initiate and disseminate communications to employees explaining plans and benefits. Facilitate and make arrangements for the presentation of workshops. Maintain the Health Benefits webpage. Design, coordinate and facilitate benefits orientation training for new employees. Assist with the coordination of health fairs, wellness programs, and special District sponsored activities for employees.
3. Plan and execute annual open enrollment for benefits and other related programs. Prepare benefits correspondence and materials; communicate with employees; and review and process completed enrollment forms. Maintain benefits database. Conduct surveys and audits; compile and prepare reports.
4. Liaise with separated employees and retirees to provide information and assistance pertaining to continued benefit options, COBRA, open enrollment, and Medicare supplemental plans.
5. Coordinate Affordable Care Act (ACA) process for the College. Work with third-party administrators to ensure compliance with ACA guidelines and maintain records to ensure that eligible employees are given access to appropriate health plan options.
6. Provide information to employees and administrators relating to leaves, including state, federal, and negotiated benefits. Review forms for accuracy and process FMLA and CFRA leave requests. Work collaboratively with payroll to monitor leave balances and benefits.
7. Accurately manage and monitor claims for workers' compensation. Meet with employees reporting work-related injuries or illnesses to initiate claims and complete accident reports in accordance with District procedures; communicate with employees, supervisors, workers' compensation insurance carrier, treating physicians or other health care providers and the Fiscal Services in the monitoring of workers' compensation claims. Meet with supervisors and employees regarding modified return to work with restrictions. Maintain records and files.
8. Assist the Executive Director with issues related to the American Disability Act (ADA) and requests for accommodations by employees and applicants. Research and recommend health care professionals for fitness for duty examinations. Manage and document interactive process (for ADA and other workplace accommodation issues).
9. Respond to employee inquiries regarding retirement and disability insurance benefits and procedures, including CalPERS, CalSTRS and SDI. Research and process unemployment claims.
10. Administer the District's Transportation, Drug and Alcohol Testing Program. Notify employees of testing, maintain records for Department of Transportation; serve as a contact for federal agencies.
11. Actively participate in RSRMA meetings (various locations including Safety Task Force meetings) and act as board alternate for the Executive Director. Develop and execute annual RSRMA Strategic Plan, reportable to RSRMA membership, with the Human Resources Operations Manager. Coordinate annual worker's compensation site inspections with campus risk management partner, Keenan & Associates.

12. Work in tandem with Human Resources Operations Manager to conduct accident investigations and proactive safety inspections, related to employee injury and property/liability issues.
13. Follow up with College Safety Committee on all site inspection concerns/issues and report employee injury statistics.
14. Work with Human Resources Operations Manager to conduct and recommend equipment purchases for employee ergonomic evaluations. Order ergonomic equipment for employees.
15. Actively participate as Board Member for CC-CS SIPE. Relay CC-CS SIPE information and action items to Executive Director, as needed.
16. Act as Employee Transportation Coordinator (ETC) for campus RideShare program as governed by Rule 2202 guidelines. Work with Human Resources Operations Manager to develop and maintain campus marketing strategies, annual surveys and annual SCAQMD (South Coast Air Quality Management District) reports. Coordinate payments and monthly participant tracking with Fiscal Services. Maintain ETC standing with the SCAQMD and participate in training and other educational opportunities as dictated by the RideShare program guidelines.
17. Maintain RideShare program files for a minimum of three (3) years.
18. Serve on assigned District committees; represent the Office of Human Resources at District meetings, including the Health and Welfare Committee and the Safety Committee. Provide data and recommendations regarding benefits policies and practices.
19. Meet schedules and timelines, organize multiple projects efficiently and effectively and carry out required project details throughout the year.
20. Seek and participate in professional development activities.
21. Perform special projects as assigned. Research and recommend modifications to existing policies and procedures.
22. Other duties and responsibilities as assigned.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:** Principles and practices of benefits and leaves administration; state and federal laws and regulations including CA Education Code, Title 5, equal employment opportunity, non-discrimination, HIPPA, COBRA, ADA, FMLA, CFRA, FSA, Affordable Care Act, retirement systems, and workers' compensation. Principle and practices of employee relations and the collective bargaining agreements; Human Resources policies and procedures; basic principles of risk management; accident investigation and site safety inspection processes; AQMD Rule 2202; principle and practices of excellent customer service skills to communicate respectfully and courteously with individuals at all levels of the organization; correct English usage, grammar, spelling, punctuation and vocabulary; presentation skills; confidential records maintenance.

**Ability to:** Effectively and efficiently assist in the management of the District's benefits programs; learn and interpret District policies and procedures accurately; learn and interpret state and federal regulations; communicate effectively orally and in writing; establish and maintain cooperative and effective working relationships with District personnel, associations, community members, agencies and organizations; communicate with 3<sup>rd</sup> party administrators, health providers, and all levels of employees to discuss and resolve problems tactfully, courteously and effectively; to demonstrate an understanding and sensitivity of the diverse backgrounds of students, employees and the community; operate a computer and Microsoft Office Suite; coordinate and organize complex issues, set priorities, and follow up on outstanding issues; work confidentially with discretion on sensitive and private information; complete multi-faceted projects, activities and functions with good attention to detail; analyze technical problems, evaluate alternatives and make sound recommendations and decisions; conduct and analyze data, translate findings into clear and concise reports and recommendations; work independently and confidentially with minimal direction; exercise tact and diplomacy in dealing with sensitive or confidential matters. Lift up to 20 pounds, sit for extended periods of time, bend at the waist, kneel or crouch.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: an Associate's degree in human resources, business administration, public administration or related field and at least three (3) years of Human Resources experience, including at least two (2) years of benefits administration.

**LICENSES AND OTHER REQUIREMENTS**

Valid California driver's license and must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

**WORKING CONDITIONS**

**Environment:** Office environment. Driving a vehicle to conduct work as necessary.

**EMPLOYMENT STATUS**

Confidential

**SALARY SCHEDULE**

Leadership Row VI

Approved 5/23/2014