

## **INSURANCE TECHNICIAN**

**DISTINGUISHING FEATURES OF THE CLASS:** Under the general direction of the Human Resources Administrator or designee, this position is responsible for all aspects of insurance related benefits of the School District including: processing and coordinating all enrollment, termination, reinstatement, and changes for employees/retirees and their eligible dependents, health insurance/buyback, dental, vision, and flex spending accounts. In addition, the position is required to assist in the management, coordination and resolution of Worker's Compensation cases.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only):

- Processes enrollments, terminations, reinstatements, and changes for employees, retirees and eligible dependents in the benefit plans offered by the District;
- Prepares and coordinates COBRA, FMLA, and Workers' Compensation notifications and benefits as mandated by state and federal law; Provides customer service through verbal and written communication with employees, retirees, insurance agents, and vendors;
- Offers customer service to employees, retirees, eligible dependents, and parents as well as works collaboratively with agents and vendors for all benefit and insurance related matters;
- Process Medicare Part B reimbursements;
- Works directly with the District's HR department to ensure timely processing of letters and notifications to employees of benefit changes as the result of leaves of absence, injury, etc.;
- Works directly with the District's Payroll department to ensure that employee benefit deductions are accurate and adjusted accordingly;
- Updates the District's computer system with annual deduction global change amounts, and modifies individuals benefit information as changes occur;
- Coordinates COBRA, FMLA, and Workers' Compensation notifications to employees or dependents as mandated by state and federal law;
- Assists in the review and processing of the District's benefits bills and notifies appropriate party of discrepancies;
- Works with the District's broker and benefits providers to ensure proper processing of subscriber claims;
- Prepares benefit comparisons, trends, and census reports;
- Prepares Workers' Compensation reports upon receipt; includes details regarding incident/injury, salary/earnings history, lost time. Calculates reimbursement requests, and attends hearings when required;
- Completes, processes, and maintains student incident reports; mail related correspondence to appropriate parties;
- Prepares annual renewal for Property Liability and Casualty insurance, initiate and receipt certificates of insurance, and ensure vehicle registrations/titles/insurance cards are received and maintained;
- Prepares written communications as required, including but not limited to open enrollment period(s);
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of employee benefit programs, administration, principles, practices, procedures and terminology;
- Good knowledge of Federal, State and District laws and policies and procedures that impact the proper and efficient administration of insurance coverage;
- Good knowledge of employee benefits principles, practices and procedures;
- Strong customer service skills;
- Strong mathematical skills
- Strong clerical skills;
- Ability to deal effectively with persons of diverse economic, social and ethnic backgrounds;
- Ability to communicate effectively both verbally and in writing;
- Ability to establish and maintain effective working relationships
- Ability to create and manipulate computerized spreadsheets, word documents, and databases;
- Ability to follow instructions;
- Ability to prepare reports;
- Ability to perform basic math;
- Accuracy;
- Initiative; resourcefulness; good judgment; tact and courtesy;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited or New York State college with an Associate's Degree; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full time paid experience in the administration of employee insurance benefits; **OR**
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

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