

# MODESTO CITY SCHOOLS

## JOB DESCRIPTION

### INSURANCE TECHNICIAN

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#### **DEFINITION:**

Under the direction of the Director of Risk Management, perform a variety of technical duties in support of insurance programs and activities such as employee benefits, insurance enrollments and coverage eligibility for variable hourly and salaried employees; assist and advise employees and retirees regarding insurance programs, procedures, policies and payments; perform related clerical, accounting and record-keeping duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform a variety of technical duties in support of insurance programs and activities; maintain confidentiality of sensitive and privileged information.
- Process employee and employee dependent Cobra letters and files; assist active employees, retirees and others with inquiries, information, forms and payment status; verify deposits made for retirees and Cobra participants; process and record employee benefits changes; assist in mailing of insurance notices including COBRA and Maintenance of Benefits.
- Orient new employees on insurance coverage and programs; track and prepare monthly reports for variable hourly employees receiving benefits; prepare and provide to new employees and variable hourly personnel, information and verification of insurance.
- Process and assist personnel with completing a variety of forms and applications related to insurance; compile information and signatures as necessary; duplicate materials as needed; compose a variety of correspondence.
- Perform various accounting duties related to assigned programs; calculate, monitor and ensure accuracy of various fees including payables, medical payments, premiums, payroll docks; process invoices and prepare related paperwork; balance, audit and review assigned accounts.
- Communicate with other departments, administrators, personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; provide detailed and technical information concerning policies and procedures where judgment, knowledge and interpretation of procedures and regulations are required.
- Operate a variety of standard office equipment including a computer and assigned software.
- Input data and information into an assigned computer system; generate a variety of mandated and requested computerized reports; maintain automated records; ensure accuracy of input and output information.
- Attend a variety of assigned meetings and conferences.

#### **OTHER DUTIES:**

- Perform related duties as assigned.

#### **REQUIRED QUALIFICATIONS:**

##### Education and Experience:

- Any combination equivalent to: graduation from high school supplemented by college-level course work in human resources, accounting, business or related field and two years clerical experience in insurance or related activities.

##### Licenses and other Requirements:

- Typing certificate evidencing an ability to keyboard at a net rate of 45 words per minute.
- Valid California Class C driver's license.
- Must provide a DMV printout within five work days of offer of employment.

- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

Knowledge of:

- Summary plan descriptions of insurance.
- Organizational policies, rules and regulations related to insurance functions.
- Rules and regulations of FMLA, COBRA and State requirements.
- Accounting practices and procedures.
- Interpersonal skills including tact, patience and courtesy.
- Record-keeping and filing techniques.
- Research methods and report writing techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Operation of a variety of standard office equipment including a computer and assigned software.
- Oral and written communication skills.
- Modern office practices, procedures and equipment.
- Mathematical computations.

Ability to:

- Perform a variety of technical duties in support of insurance programs.
- Process and assist personnel with completing a variety of forms and applications related to insurance.
- Perform various accounting duties related to assigned programs.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Perform clerical duties related to assigned activities.
- Compile and verify data and prepare reports.
- Maintain records and files.
- Maintain confidentiality of sensitive information.
- Meet schedules and time lines.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Determine appropriate action within clearly defined guidelines.
- Add, subtract, multiply and divide quickly and accurately.

**WORKING CONDITIONS:**

Work Environment:

- Office environment.
- Constant interruptions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Bending at the waist, kneeling or crouching to file materials.
- Sitting for extended periods of time.

Hazards:

- Potential for contact with dissatisfied or abusive individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

**Cabinet Approved: 6/9/2015**

**Unit Approved: 8/19/2015**

**Board Approved: 9/8/2015**

**FLSA Status: Non Exempt**

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