

**KERN COUNTY SUPERINTENDENT OF SCHOOLS  
NEW DRAFT APPROVED OCTOBER 2014  
SCHEDULE: 94  
CLASSIFIED MANAGEMENT – OVERTIME EXEMPT  
CODE: 2, 6, 8**

**COORDINATOR I – HEALTH BENEFITS**

**DEFINITION**

Under direction of the Deputy Executive Officer (DEO), manage a variety of services and projects related to the operation of the SISC III health benefit programs.

Supervise and manage the performance of assigned staff.

Ensure the delivery of health benefits related services are timely and within budget while also providing quality assurance and adherence to the SISC/public school culture.

Ensure projects are in-scope, actively managed and appropriately resourced with implementation plans in place. Coordinate project deliverables by tracking and reporting on progress and performance.

**EXAMPLES OF DUTIES**

Plan, organize, administer, and participate in the operation of the SISC III programs.

Provide technical support, assistance, training, and supervision to assigned staff.

Seek opportunities for and participate in staff development.

Monitor staff performance including performance reviews.

Determine workload, priorities and adjust assignments as needed to meet established time lines.

Review and evaluate personnel work methods and operations and recommend proposals for improvements.

Plan, design, coordinate and implement modifications to administrative procedures to ensure effective and efficient service delivery.

Perform account management duties for assigned key member districts.

Monitor functionality and use of existing programs and make recommendations to enhance the services provided to member districts.

Communicate and facilitate changes in processes and systems. Coordinate scope and schedule changes that affect the program. Attain approvals when the strategy, scope, budget or schedules change.

Work with all levels of SISC staff, outside consultants and vendors to ensure responses to requests for information (RFIs) and requests for proposal (RFPs) are coordinated in a manner that allows all parties to operate as effectively as possible.

Coordinate scheduling and processing of marketing collateral from inception to completion, managing workflow of deliverables through the use of appropriate tools, resources, and processes.

Proactively identify and manage details and needs required for the development of new programs.

Develop strategies through project lifecycle from concept through execution ensuring that deliverables are completed in a timely manner.

Build teams of subject matter experts/stakeholders. Lead the teams in the coordination of project deliverables using sound program management skills including change management.

Take responsibility for resource allocation as well as engaging outside vendors.

Track and report progress of various projects to management.

Maintain a clear and reasonable vision of next steps and the big picture during meetings and whenever priorities change.

Work cross-functionally with all levels of SISC staff.

Compile, manage and maintain a variety of reports, logs, records and files.

Represent SISC at a variety of meetings, conferences, presentations and workshops.

Work with staff to develop and prepare recommendations on both short and long term goals and objectives.

Assist in the planning, coordination and implementation of projects associated with meeting the short and long term goals and objectives of the SISC program.

Prepare and/or review reports, recommendations and proposals as requested.

Prepare and present written and oral reports and recommendations.

Oversee and participate in the preparation of procedures and training manuals.

Communicate with all levels of staff through reports, emails and other means to inform of program developments, deadlines, revisions to policies and other matters.

Maintain current knowledge of technological advances and reporting requirements.

Keep abreast of issues affecting the health benefits industry; participate in industry associations, attend conferences and workshops and make presentations at same.

Serve on committees and make oral presentations as required.

### **MINIMUM QUALIFICATIONS**

#### Knowledge of:

Standards, practices and issues related to the health benefit industry;

rules and guidelines related to the administration of health benefit plan billing and eligibility administration;

California and federal statutes, codes, laws, and regulations pertaining to the administration of a health benefit plan;

office procedures, methods and technology including databases, software, spreadsheets, and processing systems;

underwriting analysis and evaluation methodologies used in the administration of a health benefit plan;

account management strategies and techniques applicable to the administration of a health benefit plan;

COBRA and Cal COBRA rules, regulations, and guidelines;

report preparation and presentation methods and techniques.

Ability to:

Understand current business processes and systems and how they affect and contribute to the goals of the SISC program;

communicate effectively, both orally and in writing;

demonstrate strong interpersonal, facilitation, negotiation, and conflict resolution skills;

foster a work environment where people feel energized and empowered;

value and manage employee diversity and cross-functional collaboration to achieve results;

provide current, direct, complete and actionable feedback to others;

train, supervise and review assigned staff;

be committed to employee development and career growth;

be committed to expanding one's own skillset to meet changing role requirements;

be committed to strong customer service;

work independently, multi-task, be organized and be a self-starter;

impact decisions within and outside the organization;

develop and maintain professional relationships with staff, districts, vendors and other stakeholders built on a foundation of trust, confidence and respect;

learn quickly, remain calm and resilient under pressure, adapt to a rapidly changing environment and demonstrate a sense of urgency.

recognize changing demands and shift the priorities of one's own work as well as the work of staff as circumstances dictate;

monitor, update, or enhance business and work processes;

understand and translate staff and vendor ideas as well as member district needs, into plans, programs, projects and activities;

effectively coordinate teams of subject matter experts/stakeholders;

understand each of the stakeholders areas of responsibility, interdependencies, and the impact a project can have on each of the areas;

plan, organize, monitor and control projects with multiple steps to ensure resources are utilized efficiently from start to timely and successful completion;

proactively intervene, as needed, to ensure program deliverables are completed;

organize, prepare, and summarize information for presentations and reports;

make effective oral and visual presentations and prepare memos and other communication material;  
learn and utilize specialized software applications.

Experience and education:

Bachelor's degree from an accredited college or university;

a minimum of five (5) years of significant, directly related and progressively responsible experience;

or an equivalent combination of education/experience.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

TS: gs

10/23/15

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