

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED MARCH 2021
SALARY SCHEDULE: #92
CLASSIFIED ADMINISTRATIVE – OVERTIME EXEMPT
CODE: 2, 6, 8**

**DIRECTOR I – SISC HEALTH BENEFITS
(Self-Insured Schools of California)**

DEFINITION

Under direction of the Deputy Executive Officer (DEO), perform and manage a variety of services and projects related to the operation of the SISC III health benefit programs including program orientation, vendor relationships, public representation, and other related matters.

EXAMPLES OF DUTIES

Provide leadership in health benefits program by continuing to stay abreast of current issues affecting the health benefits industry;

manage the performance of assigned staff, including conducting performance evaluations;

work with staff members, Administrators, and Business Partners in developing and improving appropriate health benefit products and related activities;

work with the Chief Information Systems Officer on the development and enhancement of software applications for both internal and external users;

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;

direct and conduct professional in-services, workshops, seminars and conferences to improve awareness of the health benefits program;

participate in industry associations at the local, state and national levels to promote improved health benefits programs;

attend health benefits workshops and conferences to keep abreast of current research and trends; supervise staff members in their work with Business Partners and SISC member districts;

provide in-service opportunities for staff members to help them become knowledgeable of recent legislation and research developments at local, state and national levels;

provide leadership, as evidenced by managerial skills, to a group of professional account managers, benefit technicians, and secretarial staff;

represent SISC member districts at the SISC Board meetings and other professional meetings as needed;

work with staff to resolve escalated member, district and consultant inquiries;

develop and maintain departmental procedures and guidelines;

supervise and manage the work of internal and external support to ensure minimal disruption to operations and ensure no interruptions to the delivery of benefits;

evaluate the need for changes in department operations and develop strategies for improvement;

plan, design, direct, and implement modifications to administrative procedures to ensure effective and efficient service delivery;

monitor functionality and use of existing programs and make recommendations to enhance the services provided to member districts;

proactively identify and manage the needs required for the development and implementation of new programs;

build teams of subject matter experts/stakeholders and lead them using sound program management skills including change management;

take responsibility for resource allocation and engaging outside vendors;

develop and prepare recommendations on both short and long term goals and objectives;

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

serve on committees and make oral presentations as required.

QUALIFICATIONS

Knowledge of:

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

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

principles, trends, methods and procedures pertaining to Health insurance;

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

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:

Serve as a leader in developing, promoting and improving health benefit coverages and practices;

foster a work environment where people feel valued and empowered;

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

effectively communicate appropriate information to peers, staff members and the public;

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

be committed to staff development and strong customer service;

value and manage employee diversity and cross-functional collaboration to achieve results;
provide current, direct, complete and actionable feedback to others;

quickly analyze situations and make appropriate decisions that work toward the goal of improving the health benefits program;

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

structure, organize and systematize the Health Benefits Department as needed;

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

impact decisions within and outside the organization;

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

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

make effective oral and visual presentations and prepare memos and other communication material;

provide leadership in committees, workshops, and various types of group meetings;

continue to grow as a skillful manager.

Experience:

A minimum of five (5) years of management experience in a Health Benefits program or in education with extensive responsibility for Health Benefits administration.

Education:

Bachelor's degree from an accredited college or university.

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.

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3/5/2021

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