

KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED JANUARY 2026
RANGE: 43.5
CLASSIFIED
CODE: 4

EMPLOYEE BENEFITS TECHNICIAN I – SISC
(Self-Insured Schools of California)

DEFINITION

Under direct supervision, to perform responsible and technical functions pertaining to the health and insurance employee benefits programs. Provide assistance, counsel, and information regarding health insurance coverage in the administration of the employee benefit programs.

EXAMPLES OF DUTIES

Perform a variety of functions regarding the SISC Health Benefits program, including program orientation, enrollment, and other related matters;

assist employees and school district personnel in the preparation of enrollment applications and in the completion of other employee benefits materials;

build and foster collaborative relationships with benefit contacts across assigned district caseloads;

review, process, and verify member eligibility to ensure accuracy within inbound and outbound electronic eligibility files;

review supporting documentation to confirm alignment with electronic enrollment and eligibility files;

review enrollment forms and other eligibility documents for accuracy and completeness, and input into the SISC eligibility database;

establish and maintain accurate files and records related to program participation, ensuring enrollment integrity, documentation completeness, and proper time-stamping of all records;

serve as a liaison to medical insurance carriers regarding enrollment and eligibility issues for members and districts;

verify insurance coverage for various health plan partners and school district personnel;

serve as a point of contact for school districts to address questions and provide clarification regarding monthly billing and invoices;

serve as a customer service point of contact for school districts and members, resolving eligibility, enrollment, and information requests;

provide training and support to users with SISC's online tools and platforms;

research and resolve eligibility issues and discrepancies;

prepare and compile information for supervisor review of escalated eligibility issues and concerns;

assist other team members as needed;

perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

Procedures, methods and techniques pertaining to the administration of employee health benefits insurance programs;

legal mandates, policies, regulations and negotiated agreements pertaining to employee benefits programs;

health benefit eligibility rules, guidelines, and plan rationale to ensure accurate, consistent, and compliant eligibility determinations;

english usage, spelling, grammar and punctuation;

modern office practices and procedures;

standard business machines and automated data management, storage and retrieval equipment.

Ability to:

Skillfully perform responsible tasks pertaining to a comprehensive employee benefits program;

effectively and efficiently resolve employee health benefits problems, issues and concerns;

perform data entry with speed and accuracy;

provide instruction on SISC's procedures and platforms;

communicate effectively in oral and written form;

understand and carry out oral and written directions;

establish and maintain cooperative working relationships;

work efficiently in a team environment;

work over eight (8) hours per day and/or 40 hours per week during peak times of the year, such as open enrollment, as directed by immediate supervisor.

Experience:

Three (3) years of experience involved with employee record management systems, including one year performing specialized functions pertaining to employee benefits programs.

Education:

Equivalent to the completion of the twelfth grade, supplemented by coursework or training in business office procedures, employee benefits administration, or closely related fields.

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 has a probationary period of six months or 130 days, whichever is longer.

MG:rn

1/9/2026

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