



## **West Valley - Mission**

Community College District

### **Class Specification**

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#### **Program Manager, Benefits**

Classified Administrative Position (Exempt Status)

Administrative Salary Schedule – Range 11

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#### **Definition**

To plan, organize, design, and direct the specialized activities of the district's benefit programs including health insurance, and leaves of absence; to ensure programs are competitive, cost-effective, and compliant with laws like ERISA, while managing vendor relationships, open enrollment, and employee inquiries; and to provide highly complex staff assistance to the Executive Director, Human Resources.

#### **Supervision Received and Exercised**

Receives general direction from Executive Director, Human Resources.

#### **Examples of Essential Duties**

Duties may include, but are not limited to, the following:

- Lead the design and execution of health, welfare and leave of absence programs to ensure they meet the district's strategic and operational goals.
- Design, analyze, and update benefits programs to align with district goals and market trends.
- Interpret and apply complex regulations including ERISA, HIPAA, ACA, COBRA, and California Education Code.
- Select and manage third-party insurance providers, brokers, and administrators, ensuring successful achievement of business objectives.
- Lead annual enrollment processes, including developing communication strategies and system updates.
- Act as the subject matter expert, resolving complex benefits issues and educating staff and retirees on benefit packages.
- Streamline benefits administration processes and utilize HRIS software for efficient tracking.
- Manage the day-to-day administration of all employee benefits programs, including medical, dental, vision, life and all other offerings.
- Lead key benefits projects such as open enrollment, implanting new programs, enhancing systems and supporting broader initiatives as needed.
- Oversee the auditing, assessment, and payment of health and welfare invoices; conduct monthly reconciliation of vendor premiums to ensure the District does not over or under pay.
- Ensure district-wide compliance with absence management, including state and federal regulations (FMLA, CFRA, ADA, PDL, PFL), board policies, and collective bargaining agreements.
- Compile and analyze complex benefits and absence data to prepare and deliver reports for the Executive Director, Vice-Chancellor of HR, Executive Management team, Board of Trustees and Finance.

- Design and execute multi-platform communication strategies (email, print, digital, and virtual) to educate and drive engagement among active employees and retirees.
- Work closely with Payroll, Finance, Legal and other teams to ensure seamless benefits operations and compliance.
- Assist and counsel employees and retirees on sensitive or complex benefits related questions, including absence plans.
- Build and maintain positive working relationships with co-workers, other district employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Perform related duties as assigned

## Minimum Qualifications

### Knowledge of

Benefits program design and administration

- Health, dental, vision, life, disability, and voluntary benefits
- Retirement and post-retirement benefits (e.g., CalPERS, CalSTRS)
- Leave of absence programs (paid and unpaid)
- Eligibility rules, enrollment life events, and coordination of benefits
- Cost-sharing structures, planning funding models, and contribution strategies
- how to design benefits that are competitive, sustainable, and aligned with organizational goals.

Strong working knowledge of complex and overlapping regulations is essential, including:

- Federal laws: ERISA, ACA, COBRA, HIPAA
- Leave laws: FMLA, CFRA, ADA, PDL, PFL
- State and education-specific requirements (e.g., California Education Code)
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### Ability to

- Analyze and interpret data, interpret surveys, and manage budgets.
- Effectively communicate with employees and stakeholders.
- Demonstrate Proficiency with HRIS systems and Microsoft Office products.
- Interpret and apply rules to real-world situations, reducing institutional risk.
- Select and evaluate insurance carriers, brokers, TPAs, and leave administrators.
- Resolve escalated vendor issues. This includes the ability to hold vendors accountable while maintaining productive partnerships.
- Use technology to streamline operations, reduce errors, and improve employee experience

## Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

### Experience

5 years of increasingly responsible experience in benefits administration, with 2 years of experience in supervisory roles. Experience to include leadership in vendor management, regulatory compliance, and developing benefit options from start to completion.

### Education

Equivalent of a bachelor's degree from an accredited college or university with major course work in human resources, business administration, or a related field.

## **License and Certificate**

Possession of, or ability to obtain, an appropriate, valid California driver's license as required by the position.

*EEO Category: Executive/Administrative/Managerial*

*Approved Date: March 24, 2026*