Department of Consumer Affairs
Position Duty Statement
HR-041 (new 7/2015)

Classification Title Senior Personnel Specialist	**Board/Bureau/Division** Administrative Services
Working Title Benefits Coordinator	**Office/Unit/Section / Geographic Location** Office of Human Resources / Transactions Unit / Sacramento
Position Number 610-740-1317-006	**Name and Effective Date**

GENERAL STATEMENT: Under the general direction of the Transactions Manager (Supervisor I), the Senior Personnel Specialist (SPS) is responsible for administering and managing the benefits program for the department. The SPS researches and interprets laws, rules, and regulations relating to the benefits program. In addition, the SPS participates in developing processes and guidelines, identifying process improvement, and making recommendations to management related to the benefits program, the Affordable Care Act (ACA), and the Dependent Re-Verification process. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

60% **(E) Research and Consultation**

Act as a Benefits Coordinator by consulting with and providing information to employees enrolling in benefit programs. Process new enrollments, changes, and cancellations of benefits (health, dental, flex-elect/CoBEN cash, vision, COBRA, long term disability, group legal, etc.) ensuring that eligibility criteria are met. Research and review current enrollments to ensure required regulation criteria are being met. Research and resolve benefit-related discrepancies. Track, monitor, and delete dependents from benefits as they reach the age of 26. Notify employees of their COBRA rights in accordance with departmental policies and procedures. (30%)

Administer the Dependent Re-Verification program to ensure employees receive the proper notification of the re-verification requirements for their dependents, including triennial re-verification of all dependents and the annual re-verification of Parent-Child Relationship dependents. Review re-verification documents received, determine if they are sufficient to support the continued enrollment of dependents, and update the California Public Employees' Retirement System (CalPERS) timely to avoid the disenrollment of any dependents in the state's health or dental plans. Compile reports and submit accordingly. (20%)

Interpret and apply civil service laws, rules, and regulations; bargaining unit contract language; departmental policies and procedures; and government codes related to the benefits program. Maintain knowledge of current human resources laws, rules, policies, procedures, and programs. Review and interpret control agency communications such as personnel letters, payroll letters, circular letters, etc. and consult with the Transactions Manager, OHR Section Chiefs, and OHR Chief on the impact to the department. (5%)

Research and compose letters of appeal to the California Department of Human Resources (CalHR) when circumstances arise that require retroactivity of enrollments or cancellations of benefits and keep management apprised. (5%)

30% **(E) Affordable Care Act**

Ensure reporting in the Affordable Care Act System (ACAS) is accurate in order to meet the Federal Patient Protection and Affordable Care Act regulations. Track and monitor reports such as the monthly ACA Error Report and the quarterly CalHR ACA Compliance Report to ensure errors are corrected timely. Ensure annual reports are filed with the Internal Revenue Services as required.

10% **(E) Special Projects and Assignments**

Complete special projects as assigned by the Transactions Manager, OHR Section Chiefs, OHR Chief, and Executive Office management. Prepare and complete requested reports, forms, and correspondence as needed from various DCA entities. Recommend and implement benefit-related process improvement initiatives.

B. Supervision Received

The SPS works under the general direction of the Transactions Manager; however, may receive assignments from the OHR Section Chiefs and OHR Chief.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The SPS has daily contact with the Transactions Manager on current assignments and updates and reports on ongoing issues; frequent contact with the OHR Section Chiefs, Chief, managers, and staff, and DCA employees to provide guidance, consultation, and technical assistance in resolving complex and/or sensitive benefit issues; occasional contact with Executive

Office staff on special projects and requests; and occasional contact with control agencies to discuss benefit-related matters.

F. Actions and Consequences

Misinterpretation of laws, regulations, and policies may result in incorrect or incomplete information dissemination to OHR management, staff, and external clients. Failure to properly adhere to ACA requirements or coordinate the Dependent Re-Verification process and all other benefit programs, may result in fines to DCA, a loss or delay in employee's benefits, discredit OHR, or sanctions by control agencies that affect the entire department, such as a loss of delegation.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The position requires bending and stooping to retrieve files; walking, sometimes outdoors in inclement weather; occasional light lifting, up to 10 – 15 lbs.

H. Other Information

This position requires confidentiality and discretion due to the nature of the job. Regular and consistent attendance is required. The incumbent must maintain thorough and detailed knowledge on human resource laws, regulations, policies, procedures, and bargaining contracts pertaining to benefits. The incumbent must communicate effectively (orally and in writing). The incumbent is required to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature Date

Printed Name

New: 7/2026