

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: MANAGER – HUMAN RESOURCES/EMPLOYEE BENEFITS**

**BASIC FUNCTION:**

Under the direction of the assigned Director, plans, organizes and administers the SCCOE's employee health and welfare benefit programs, disability plans, tax shelter and IRC 125 plans; provides oversight of the unemployment insurance claims administration services to the SCCOE, school districts and charter schools throughout Santa Clara County; assures compliance with legislation and related laws, rules and regulations applicable to health and welfare benefits and unemployment insurance; supervises and evaluates the performance of assigned personnel.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

- Plans, organizes, and administers the employee health and welfare benefit programs, disability plans, tax shelter and IRC 125 plans; provides oversight of the unemployment insurance claims administration services to SCCOE, school districts and charter schools throughout Santa Clara County.
- Plans, organizes, and administers the activities of employee/retiree COBRA benefit programs; communicates with brokers, consultants and medical plan providers to discuss plan participation, cost and trends; recommends program changes for employee, retiree and COBRA participants; approves payments to medical plan vendors according to established procedures.
- Oversees and coordinates the receipt, interpretation, and processing of unemployment insurance claims; may be required to analyze the basis for each claim; determine appropriate action and prepare responses in accordance with applicable laws, policies, and regulations; may be called to investigate facts regarding claims in response to inquiries.
- Analyzes and interprets applicable laws, codes, rules, policies, and procedures; assures compliance with legislation and related laws, rules and regulations applicable to health and welfare benefits and unemployment insurance; reviews and analyzes state unemployment insurance decisions for application of law as needed; provides in-service training programs related to unemployment insurance activities procedures and policies.
- Investigates, analyzes, and prepares evidence and case documentation for administrative hearings as needed.

- Analyzes claims and supporting factual data within broad guidelines requiring independent judgment, such as determining if a claim should be protested, what and how evidence should be presented, and which claims should be appealed to the State Board.
- Prepares and maintains a wide variety of narrative and statistical reports and records; adjusts quarterly wage reports for districts as necessary; reports wages to appropriate State agency; computes and pays unemployment insurance taxes; reviews listings of benefit charges for accuracy and pays local experience charges; prepares reports on employee benefit plan participation, costs, and industry trends in compliance with the Affordable Care Act and/or related laws.
- Communicates with administrators, personnel and outside organizations and vendors to coordinate activities, resolve issues and conflicts, and exchanges information; meets with SCCOE management to discuss pending claims and school district issues as required; presents critical information at various meetings attended by employees, labor groups and management employees to discuss unemployment insurance and employee benefits information.
- Develops and implements short- and long-term plans; provides data for long-term planning; participates in the development and implementation of departmental policies and procedures.
- Provides technical expertise, information and assistance to division leadership regarding benefit plans and compliance with the Affordable Care Act and/or related laws; assists in the formulation and development of policies, procedures and programs; attends the SCCOE's Health Care Cost Containment Committee meetings; recommends proper organization structure for assigned programs and functions.
- Supervises, trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfer, reassignment, termination and disciplinary actions.
- Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to conduct work as assigned.

**OTHER DUTIES:**

- Perform other duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Planning, organization and administration of employee benefits, disability plans, tax shelter and IRC 125 plans, and unemployment insurance.
- Applicable sections of the State Education Code and other applicable laws, codes, regulations, policies and procedures related to health and welfare benefits administration and unemployment insurance.
- Regulations of the Employment Development Department.
- Appeals Board precedent decisions.
- Administrative hearing rules of conduct and evidence.

- Methods, procedures and terminology used in technical unemployment insurance administration.
- Research methods and report writing techniques.
- Preparation, review and control of sensitive information and data.
- Standards, specifications and requirements of the unemployment insurance program.
- County Office organization, operation, policies and objectives.
- Financial and statistical record-keeping techniques.
- Oral and written communication skills.
- Principles and practices of administration, supervision and training.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

ABILITY TO:

- Plan, develop, organize and administer the health and welfare benefits and unemployment insurance for the SCCOE.
- Organize evidence, advise witnesses, elicit testimony, cross-examine witnesses, and present concise oral arguments during administrative hearings.
- Communicate effectively both orally and in writing.
- Analyze, interpret, apply and explain rules, regulations, codes, laws, policies and procedures.
- Manage the maintenance of a variety of reports, records and files related to assigned activities.
- Prepare comprehensive narrative and statistical reports related to assigned activities.
- Analyze situations accurately and adopt an effective course of action.
- Plan, organize and implement long-term and short-term projects and activities designed to develop and augment benefits and compliance related to human resources programs and services.
- Collect and assemble data, prepare reports, monitor progress, and analyze related data.
- Establish and maintain cooperative and effective working relationships with others.
- Plan and organize work to meet schedules and timelines.
- Serve as an informational resource to staff concerning unemployment insurance programs.
- Work independently with little direction.
- Supervise, train, and evaluate the performance of assigned staff.
- Operate a computer, required software and assigned office equipment.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies knowledge of the intersectionality of race, equity, and inclusion.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to:

- Bachelor's degree in human resources, business, public administration or related field, and
- Three years increasingly responsible human resources experience, including benefits administration experience.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Office environment.
- Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.

**HAZARDS:**

**Disaster Service Worker**

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by the Personnel Commission: 3/14/18

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Marisa Perry  
Director – HR/Classified Personnel Services

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