



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

Job Title:	District Manager, Benefits	Salary Range:	21
Date Revised:	4/02/2026	Date Approved:	6/23/2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator, manager, or designee, the District Manager, Benefits is responsible for the administration, coordination, and oversight of all employee leave of absence and workplace accommodation programs. The Manager ensures compliance with federal, state, and local laws, collective bargaining agreements, and organizational policies, while delivering timely, accurate, and empathetic service to employees and managers.

The District Manager, Benefits serves as the primary subject-matter expert (SME) and point of contact for complex leave and accommodation matters, partners closely with Payroll and HR colleagues, and provides training and guidance to supervisors and leadership. The Manager requires a high degree of discretion, independent judgment, and expertise in employment law, particularly within a California and unionized environment.

DISTINGUISHING CHARACTERISTICS

The District Manager, Benefits is distinguished by its responsibility for managing complex, highly regulated leave and accommodation programs that require advanced knowledge of employment law, policy interpretation, and risk mitigation.

Unlike generalist or coordinator-level roles, the District Manager, Benefits independently oversees all aspects of leave and accommodation administration, leads the interactive process for disability and medical accommodations, provides training and consultation to leadership, and ensures consistent application of legal and contractual requirements across a large and diverse workforce. The District Manager, Benefits requires strong analytical skills, discretion in handling sensitive information, and the ability to balance legal compliance with employee-centered service delivery.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Leaves of Absence Administration

1. Administers and manages all leave of absence programs, including but not limited to the Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), Americans with Disabilities Act (ADA), workers' compensation, union-related leaves, and applicable local leave ordinances.
2. Reviews and processes leave requests, ensuring required documentation is complete, accurate, and compliant with applicable laws, collective bargaining agreements, and organizational policies.
3. Communicates approvals, denials, extensions, and return-to-work (RTW) requirements to employees, supervisors, and leadership in a timely and professional manner.



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4. Updates and maintains accurate leave records, monitors leave timelines, and prepares reports and audits as required.
5. Provides training and guidance to supervisors and leadership regarding leave rights, responsibilities, and procedures.

Workplace Accommodations

6. Coordinates and oversees the reasonable accommodation process in compliance with the ADA, Fair Employment and Housing Act (FEHA), and related regulations.
7. Leads and documents the interactive process with employees, managers, HR partners, and union representatives, as applicable, to identify and implement appropriate workplace accommodations.
8. Evaluates medical and non-medical documentation, partners with leadership to assess operational impact, and ensures accommodations are implemented consistently and in good faith.
9. Updates, maintains, and audits comprehensive and confidential records of accommodation requests and actions taken.
10. Provides training and consultation to supervisors and leadership regarding accommodation requirements and best practices.

Collaboration and Communication

11. Develops and manages trusted partnerships with third-party administrators, vendors, and contractors to ensure high-quality, cost-effective services supporting leave, accommodation, and disability programs.
12. Serves as a central point of coordination and SME for leave and accommodation matters; responds to complex inquiries from employees, supervisors, union representatives, and leadership; ensures consistency, accuracy, and compliance across HR systems and processes.
13. Collaborates closely with Payroll, Benefits, Risk Management, and HR team members to ensure accurate pay continuation, benefits deductions, coordination with disability and workers' compensation programs, and timely return-to-work processing.
14. Designs and delivers training, presentations, employee education materials, and communications addressing changes that impact benefit plans, leaves, and accommodation requirements.
15. Communicates clearly and empathetically, particularly when addressing sensitive, complex, or high-risk situations.
16. Conducts regular case management meetings to update leadership, Human Resources Business Partners, and Risk Services regarding the status of open leave cases.

Compliance and Risk Management

17. Receives, investigates, and responds to requests and complaints from District employees and students related to ADA violations and other compliance and leave matters; researches and evaluates cases; develops and recommends responses and determines appropriate resolutions in alignment with District policies, practices, and procedures; recommends corrective actions as needed; and provides guidance to employees regarding compliance requirements.



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18. Reviews, verifies, and ensures all leave and accommodation practices comply with federal, state, and local laws, collective bargaining agreements, and internal policies.
19. Stays current on changes to employment laws and regulations; updates best practices and procedures accordingly.
20. Identifies compliance risks and recommends corrective actions or policy updates to mitigate exposure.
21. Ensures benefit, leave, and accommodation programs are administered accurately and in compliance with plan documents and applicable federal and state regulations.

Process Improvement and Employee Experience

22. Reviews and analyzes market conditions, program structures, emerging trends, and cost data to evaluate the effectiveness of benefit programs and recommends enhancements or new offerings.
23. Evaluates existing leave and accommodation processes and recommends improvements to enhance efficiency, consistency, compliance, and the employee experience.
24. Develops and updates tools, templates, workflows, and guidance materials to support supervisors, employees, and HR partners.
25. Utilizes HRIS and leave management systems to track data, analyze trends, and support continuous improvement initiatives.

Supervision and Staff Development

26. Supervises, trains, evaluates, and directs assigned management and classified personnel.
27. Conducts performance evaluations, provides coaching, and fosters professional growth.

Diversity, Equity, Inclusion, and Accessibility (DEIA)

28. Supports the success of a diverse workforce and student population through interculturally competent and equity-minded policies, decision-making, and conflict resolution.
29. Provides training and participates in District and State-level committees.

General and Administrative Responsibilities

30. Represents Human Resources on District and campus committees; serves as a subject matter expert (SME) and resource to participatory governance groups, including hiring committees and administrative councils.
31. May participate in labor negotiations and collective bargaining activities.
32. Performs other related duties to support the operational objectives of the Human Resources Department.



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WORKING RELATIONSHIPS

The District Manager, Benefits maintains frequent contact with the Chancellor and Chancellor's Staff, college presidents, vice presidents, deans, and District and campus administrators to coordinate the implementation of Districtwide human resources programs and policies. The position interacts regularly with representatives of local, state, and federal agencies; employee association leadership; vendors, contractors, and/or third-party administrators; and collective bargaining representatives. The District Manager, Benefits also collaborates with academic and classified staff, governance committee members, and HR staff to support institutional goals related to employee benefits, leaves, accommodations, and HR initiatives.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree from a regionally accredited institution in Human Resources, Business Administration, Public Administration, or related discipline; **AND**
- Three (3) years of increasingly responsible experience in administering leaves of absence and workplace accommodations, with at least one (1) year of experience in a management or supervisory role; **AND**
- Demonstrated experience working with diverse populations and leading equity-minded practices in hiring, personnel processes, and organizational development.
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position; **AND**
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Experience with Ellucian, PeopleSoft, or comparable HR/payroll information systems.
- Experience in a higher education environment with shared governance.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Federal laws and guidelines including but not limited to COBRA, Health Insurance Portability and Accountability Act (HIPAA), Employee Retirement Income Security Act of 1974 (ERISA), Uniformed Services Employment and Reemployment Rights Act (USERRA), FMLA, CFRA, PDL, ADA, FEHA, workers' compensation, coordination, and applicable local leave laws.
- Proficiency with HRIS and leave management systems and strong working knowledge of Microsoft Office applications.
- Principles and practices of human resources management in public sector and higher



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education settings.

- Strategies utilized in the administration of comprehensive leave of absence and workplace accommodation programs.
- Terminology and documentation associated with leave of absence and workplace accommodation administration.
- Industry resources to stay current with legislative issues and industry trends.
- HR principles, laws, regulations, and best practices.
- HRIS, ATS, and ERP system management.
- Federal and California employment laws, Education Code, Title 5, and regulations governing public education and collective bargaining.
- Collective bargaining and contract interpretation.
- Organizational development, classification and compensation systems, benefits administration, and employee evaluation processes.
- Principles of diversity, equity, inclusion, and accessibility (DEIA) and their application in employment practices.
- Administrative procedures, policy development, and participatory/shared governance in a multi-campus academic environment.
- Processes for developing board policies, administrative procedures, and presenting HR matters to governing boards.
- Public agency budgeting, fiscal accountability, and personnel management practices
- Techniques for conducting investigations, hearings, and compliance reviews in a confidential and legally sound manner.
- Use of human capital management systems (e.g., PeopleSoft, Banner) and HR analytics tools for planning and decision-making.

Skills in:

- Strong analytical, organizational, and documentation skills with exceptional attention to detail.
- Facilitating collaborative decision-making and building consensus among diverse stakeholders.
- Negotiating and resolving complex labor relations issues with employee associations and legal counsel.
- Preparing and delivering clear, concise reports, proposals, and presentations to executive leadership and governing boards.
- Managing multiple priorities, responding to critical incidents, and adapting to rapidly changing environments.
- Strategic planning, project management, and analytical skills.
- Using sound judgment, diplomacy, and discretion in handling sensitive personnel matters.
- Applying emerging technologies and data-informed strategies to human resources operations.

Ability to:



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- Develop leave of absence and workplace accommodation workflows, policies, and procedures.
- Incorporate changes in regulations and
- Provide strategic leadership and operational oversight of District-wide human resources functions.
- Maintain up-to-date knowledge of regulations and laws related to leaves and accommodations to ensure compliance with District policies and procedures.
- Prepare concise and comprehensive reports related to the area of assignment.
- Interpret, explain, and ensure compliance with laws, collective bargaining agreements, and district policies.
- Foster a culture of accountability, inclusion, and service excellence across campuses and departments.
- Lead and develop high-performing teams aligned with institutional goals and values.
- Communicate effectively, both verbally and in writing.
- Lead and inspire a diverse HR team.
- Establish and maintain effective working relationships with employees at all levels of the organization, including legal counsel, bargaining units, trustees, and external agencies.
- Support the success of a diverse workforce and student body through equity-minded leadership and decision-making.
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Must meet and maintain the requirements of the position as outlined under applicable federal, state, and local laws, and Board policies.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered in the course of work.



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Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.