

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Currently underfilled

Work Phone: 266-4615

2. Class Title (i.e. payroll title):

Benefits Manager

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Erin Hillson, Director of Human Resources

Work Phone: 266-4615

5. Department, Division & Section:

Human Resources Department

6. Work Address:

215 Martin Luther King Jr. Blvd, Madison, WI 53703

7. Regular daily hours of work:

800 a.m. – 430 p.m flexible.

Hours/Week: 38.75

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

NA

10. Position Purpose:

This position is core to ensuring high quality jobs with effective recruitment and retention of the City's workforce through evaluation, development, implementation, and communication regarding the City of Madison's Benefits Program. This position is responsible for ensuring compliance with all Federal, State, and local regulations; ensuring sustainable and marketable benefits; and maintaining leave and accommodations services that ensure employee's needs are met and their rights are protected. The position also provides support to agencies and individuals in developing a healthy, high-performing, sustainable organization.

11. Position Summary:

This is responsible managerial and supervisory human resources work in the development, implementation, and evaluation of the effectiveness of employee benefits, leave functions and accommodations. The work is characterized by a high degree of knowledge, judgment, and initiative in planning, overseeing, evaluating, and implementing the City's Benefit Programs, Workplace Accommodations, Paid Parental Leave, and Family and Medical Leave Act (FMLA). Work is characterized by considerable judgment, discretion and expertise in the administration of these benefit programs. Under the supervision of the Human Resources Director, the incumbent is expected to prepare comprehensive reports and recommendations; present and defend findings; and exercise professional skills regarding benefits program design and policy development.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 50% A. Plan, coordinate, direct, and implement employee benefits program
1. Provide information and guidance to employees regarding City of Madison benefits, retirement, leave and accommodation policies.
 2. Lead committees and cross-functional groups in the analysis, development, and planning relating to benefits selection, administration, design, and costing.
 3. Design, plan, and coordinate the annual enrollment process for such benefits as health insurance, dental insurance, vision insurance, and flexible spending accounts.

4. Periodically conduct surveys of comparable cities regarding wages and significant benefit changes, and compile summary of information obtained. Analyze differences with and competitiveness of those of the City.
5. Oversee the claims processing and other enrollment and recordkeeping functions, including the audit of City benefits and related records.
6. Plan and lead vendor selection processes to ensure high quality and affordable benefit plans for City employees within budgetary restrictions.
7. Provide consultation to managers, supervisors, and/or employees on human resources policies, procedures and practices related to employee benefits, leave, and accommodations.
8. Oversee development and delivery of the orientation for new employees regarding City benefits programs and policies and procedures.
9. Provide leadership and decision-maker presentations outlining the City's Benefits and Leave strategies, and providing ongoing training to supervisors, managers, and employees on benefits related topics.
10. Develop contract proposals and negotiation strategy related to benefits and forward to the Employee and Labor Relations Manager, Human Resources Director and the Mayor for their approval.
11. Meet with City agency heads and employee representatives to obtain their feedback regarding any changes to existing benefits that impact employees, departmental needs, and the City as a whole.
12. Periodically evaluate health, dental, vision, pet, wage, life insurance, flex spending, deferred compensation and wellness policies and programs for efficiency and effectiveness. Work with City Finance to ensure all benefits meet program goals and requirements. Make and defend recommendations.
13. Manage and implement a benefits communication plan to ensure adequate dissemination to employees and participants of benefit programs.
14. Understand and evaluate budget restraints and develop plans to adapt benefit programs to meet budgetary constraints.

- 20% B. Design, plan, and oversee administration of the City's leave programs (e.g., FMLA, Absent Without Pay (AWOP), Disability Leave/Layoff, Paid Parental Leave, sick leave, and bereavement leave).
1. Oversee FMLA and Disability Leave and Layoff processing including but not limited to ensuring compliance with federal, state, and local regulations.
 2. Ensure appropriate communication with employees and supervisors related to City leave entitlements to ensure efficient and effective leave programs.
 3. Evaluate leave programs periodically to recommend changes in leave programs and processes through working with employee groups and other Human Resources Work units.
 4. Oversee coordination of wage insurance processing and administration, including wage insurance plan design, vendor selection, and costing.
 5. Design policies and supervisor supports to maximize employee wellness while ensuring efficient and effective organizational operations. Stay abreast of new and emerging wellness benefits.
 6. Assist in the preparation of materials requested by legal counsel as it relates to various processes. Testify under oath at arbitrations, state Equal Rights Division (ERD?) hearings and other court proceedings.
- 20% C. Design, plan, and oversee administration of the City's Accommodations Program.
1. Oversee Accommodations staff and accommodation request processing including but not limited to ensuring compliance with federal, state, and local regulations.
 2. Oversee accommodations in relation to the fitness for duty process.
 3. Ensure appropriate communication with employees and supervisors related to City leave entitlements to ensure efficient and effective leave programs.
 4. Evaluate leave programs periodically to recommend changes in accommodations program and processes through working with employee groups and other Human Resources Work units.

5. Design policies and supervisor supports to maximize employee wellness while ensuring efficient and effective organizational operations.
6. Oversee support of disability resource group, and connections with organizational support including but not limited to the Department of Workforce Development.
7. Assist in the preparation of materials requested by legal counsel as it relates to various processes. Testify under oath at arbitrations, state ERD hearings and other court proceedings.

15% D. Supervise Benefits Unit employees

1. Supervise Benefits staff including hiring, developing, on going coaching, monitoring, recognizing performance, and taking corrective action when necessary. Approve payroll and leave.
2. Set timelines and assign and review work completed by staff and monitor for quality.
3. Meet with employees to design and develop workplace improvements both for internal work satisfaction and organizational improvement.
4. Lead agency and individual work planning to support an innovating and thriving team. Hold regular employee meetings.

5% E. Professional Development and support of Human Resources activities

1. Work with the Human Resources Director in the development of the HR work plan, identifying areas for improvement and innovation related to employee benefits and the employee and labor relations program.
2. Engage in professional development activities designed to achieve proficiency in employee benefits programs, employee and labor relations, leave and accommodations, interest based problem solving and related areas. Attend trainings and other professional development opportunities to learn and stay current with applicable laws and new laws and rulings that impact benefits, leave, and accommodations.
3. Communicate with Central Payroll any and all changes that occur that affects an employee's payroll, seniority, employment or other related items that impact the Payroll Unit.

4. Engage in specialized HR projects related to employee and labor relations, benefits, and related activities.
5. Conduct special studies and analysis as assigned. Prepare and present narrative and statistical reports.
6. Participate in the formulation of human resources policies and procedures.
7. Develop and participate in organizational development and/or training activities, as assigned, including the development and presentation of related materials.

Perform related work as required.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the theories, principles, and practices of human resources administration, employee benefits administration, and employee and labor relations. Thorough knowledge of related legislation and professional standards. Thorough knowledge of and ability to use computers to draft a variety of correspondence and reports, to conduct statistical analyses, and to conduct research. Thorough knowledge of public/business administration principles. Knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Ability to interpret collective-bargaining agreements, ordinances, and other policies and procedures. Ability to conduct interviews and solicit pertinent information. Ability to analyze diverse human resources issues and to prepare and present narrative and statistical reports. Ability to make written and oral presentations. Ability to develop and maintain positive relationships with diverse public and co-workers. Ability to effectively evaluate benefits programs and provide recommendations related to necessary changes. Ability to effectively perform research. Ability to calculate contract/proposal costs, including using spreadsheets and databases where appropriate. Ability to work through conflict and emotional encounters with empathy and discretion. The ability to recognize trauma. Ability to show empathy and compassion in difficult situations. Ability to exercise judgment and discretion in the development and administration of diverse human resources benefits; to advise supervisors and employees on complex human resource issues; and to develop appropriate strategies to handle complex issues. Ability to function effectively as a management team member in addressing a broad spectrum of human resource policy considerations. Ability to prioritize and manage complex and multiple workloads. Ability to hire, train, supervise and inspire staff. Ability to develop and maintain recordkeeping systems and administrative processes. Ability to effectively facilitate workgroups of various sizes. Ability to maintain effective working relationships with vendors, labor groups, affinity groups, and leadership. Ability to work effectively with multicultural populations. Ability to exercise discretion in applying rules, policies and procedures. Ability to

communicate effectively, both orally and in writing. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

Ability to meet the transportation needs of the position.

15. Physical requirements:

Ability to sit at a computer/work station for long periods of time. Must be able to commute to other satellite agency locations as needed. The incumbent may be expected to work evenings and/or weekends, in order to attend meetings.

16. Supervision received (level and type):

General Supervision

17. Leadership Responsibilities:

This position: ☒ is responsible for supervisory activities (Supervisory Analysis Form attached).

☐ has no leadership responsibility.

☐ provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

☐ I prepared this form and believe that it accurately describes my position.

☐ I have been provided with this description of my assignment by my supervisor.

☐ Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- ☐ I have prepared this form and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- ☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- ☐ Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.