

## CITY OF MADISON POSITION DESCRIPTION

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

Dorothy Engsberg

Work Phone: 266-4615

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

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Mike Lipski-Compensation and Benefits Manager

Work Phone: 266-4615

5. Department, Division & Section:

Human Resources

6. Work Address:

210 MLK Jr. Blvd Room 501 Madison, WI 53703

7. Hours/Week: 38.75

Start time: 7 a.m. End time: 3:30 p.m.

8. Date of hire in this position:

4/29/1990

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

since 1993

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10. Position Summary:

This is responsible advanced-level coordinative, analytical, and administrative work within the City of Madison Human Resources Department. This position has primary responsibility for administering City of Madison employee and retiree benefits as well as providing information and guidance to employees regarding City of Madison leave policies. The position has extensive contact with employees, insurance carriers, City administration, and various vendors. The work is characterized by independent judgment, confidentiality, discretion, coordination of multiple tasks, and maintenance of high standards of customer service. Work is performed under the general supervision of the Compensation and Benefits Manager.

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

40% A. Administer City of Madison benefits programs, to include health insurance, dental insurance, life insurance, Section 125 plans, 457 Deferred Compensation plans, Domestic Partner Health Insurance, COBRA benefits, and others.

1. Process the enrollment of new employees into benefits programs.

2. In conjunction with the Compensation and Benefits Manager, inform departments, employees, and/or retirees of changes to benefits plans.
  3. Authorize payroll deductions for payment of benefit premiums.
  4. Maintain awareness of benefits programs as outlined in collective-bargaining agreements and be able to identify changes/differences between contracts and Ordinances which cover non-represented employees.
  5. Respond to inquiries from employees, retirees, former employees, vendors, plan administrators, and others regarding benefits.
  6. Coordinate RFP process for contract renewals with benefit carriers. Recommend changes to the contracts. Assist with evaluation of bids.
  7. Troubleshoot and resolve issues that arise with employee or retiree benefits.
  8. Maintain Domestic Partner and Family Partner registration for the City. Process paperwork related to reimbursement of Domestic Partner Health Insurance.
  9. Run reports related to benefits usage.
  10. Process related paperwork, establish and maintain related records and files.
  11. Serve on City of Madison internal benefits committee.
  12. Provide information to Labor Relations regarding grievance resolutions.
- 15% B. Coordinate the annual enrollment process for benefits, including health insurance dual choice, dental insurance annual enrollment, and flexible spending account annual enrollment.
1. Order materials from carriers for distribution to employees.
  2. Prepare correspondence related to changes in the benefits plans for the upcoming year.
  3. Calculate health insurance premium rates for City and employees based on information from State of Wisconsin.
  4. Coordinate enrollment within appropriate time frames for City employees, retirees, and carriers, ensuring materials are submitted to carriers within their designated time frame.
  5. Process enrollment paperwork and submit paperwork to City payroll and the carriers.
  6. Serve as City liaison with different carriers in managing the enrollment process.
- 13% C. Counsel employees regarding retirement benefits and related options
1. Meet individually with employees to discuss benefits upon retirement. Explain various options available to employees based on their age, representation status, coverages, etc.
  2. Maintain awareness of retirement benefit options as outlined in collective-bargaining agreements and be able to identify changes/differences between contracts and Ordinances.
  3. Process paperwork related to retirements. Secure necessary signatures and route paperwork to all appropriate vendors/carriers (ex. WRS, ETF (health insurance), Hartford (life insurance), etc.)
  4. Process disability retirements.
  5. Prepare worksheets and documents for employees explaining retirement options.
  6. Run related reports as required.
- 10% D. Worker's Compensation administration
1. Prepare monthly, quarterly, and annual Worker's Compensation cost/usage reports for Comptroller's Office, general fund, and enterprise agencies.
  2. Coordinate and participate in monthly Worker's Compensation meetings and follow-up regarding injured employees (claim status, return to work plans, long term disability benefits).
  3. Prepare related reports as requested.
- 10% E. Administration of City of Madison leave programs
1. Process paperwork related to employee leave requests—FMLA (Federal and Wisconsin), AWOP, Disability leave/layoff, sick leave, and bereavement leave.
  2. Counsel employees regarding their eligibility for leave and applicability of leave to situations.
  3. Maintain awareness of various leave options available to employees either under collective-bargaining agreements or the City of Madison Ordinances.
  4. Calculate employee eligibility for leave and whether employees have used leave in the past.
  5. Record employee FMLA and Disability Leave/Layoff requests for tracking purposes.
- 7% F. Coordinate employee Disability Income Continuation Insurance claim process
1. Provide information to employees regarding the Income Continuation Insurance benefit.

2. Contact providers and employee department to verify employee eligibility information.
3. Follow up with claimant, departments, and carriers to obtain current status of claimant and to provide information on return-to-work or long-term disability.
4. Prepare related correspondence and reports.
5. Maintain files related to Income Continuation Insurance.

5% G. Coordinate claims related to Life Insurance and Duty-related Disability

1. Communicate verbally and in writing with family/contacts of deceased regarding benefits.
2. Prepare and file claims for life insurance with the carrier.
3. Prepare related reports.
4. Maintain files related to Life Insurance claims.

12. Primary knowledge, skills and abilities required:

Working knowledge of employee benefit programs. Working knowledge of Federal, State, & Local Laws and Ordinances and relevant collective bargaining agreements governing employee leave and benefits. Working knowledge of basic insurance claims processing procedures. Ability to work with computers and learn software relating to human resources and benefits administration. Ability to work with a high degree of independence. Ability to independently provide consultation to managers, supervisors, and employees on benefits and related programs. Ability to plan and coordinate multiple annual benefit enrollments. Ability to resolve benefit claim and billing problems. Ability to maintain files, budgetary data and records, and to perform a variety of mathematical calculations. Ability to establish and maintain effective and courteous working and public relationships. Ability to effectively communicate both orally and in writing. Ability to maintain adequate attendance.

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13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

16. Supervision received (level and type):

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).

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EMPLOYEE

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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).

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SUPERVISOR

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DATE

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