

BENEFITS MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is highly 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 involves 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, expertise and initiative in the administration of these benefit programs and involves preparing comprehensive reports and recommendations; presenting and defending findings; and exercising professional skills regarding benefits program design and policy development. Under the general supervision of the Human Resources Director, the incumbent serves as a member of the department's management team and participates in formulation and administration of human resources policies and in the identification and resolution of complex and diverse management issues.

Examples of Duties and Responsibilities:

Plan, coordinate, direct and implement the administration of the employee benefit program, including health and retirement, wage and life insurance, leave, accommodations, and deferred compensation. Develop policies and procedures and ensure conformance with established objectives. Ensure legal and contractual compliance. Prepare and administer the section budget. Develop and maintain related recordkeeping systems. Prepare and present periodic reports related to section operations.

Oversee claims processing, ongoing enrollments, and the annual open enrollment process. Develop contract proposals and negotiation strategy.

Design, plan and oversee administration of the City's leave programs, including FMLA, WFMLA, Paid Parental Leave, disability leave/layoff, absence without pay, sick leave, bereavement leave, jury duty, and vacation leave. Ensure timely and accurate processing and appropriate communication with affected employees.

Design, plan, and oversee administration of the City's Workplace Accommodations Program. Oversee the ADA interactive process and fitness for duty process. Oversee support of disability resource group, and connections with organizational support including but not limited to the Department of Workforce Development. Ensure a supportive and collaborative program.

Manage and implement a comprehensive benefits communications plan. Provide consultation and guidance to managers, supervisors and employees on policies, procedures and practices related to benefits, leave and accommodations. Design supervisor supports. Oversee and implement new employee orientation, presentations and training on various benefit related topics.

Evaluate and audit benefit programs and processes. Survey external agencies for benefit

competitiveness. Lead committees and cross-functional groups in the analysis, development and planning relating to benefit and vendor selection, administration, design and costing. Recommend changes.

Supervisor the Benefits section staff. Hire, train, develop, coach, , and discipline staff. Assign work and evaluate to ensure timeliness in accordance with policies and legal requirements. Conduct regular employee meetings. Coordinate unit activities with other units as appropriate.

Participate in the development and/or review of human resource policies, objectives, and work plan as a member of the Human Resources Management Team. Participate in diverse and complex Human Resources Department projects and programs. Participate in problem-resolution and provide input and consultation as appropriate.

Attend various meetings to gather and convey information relevant to the Human Resources Department. Represent the department before public bodies and committees.

Coordinate related intra/inter-agency involvement. Provide direction and consultation to departmental staff on an ad hoc or project basis. Provide direction, coordination and administration of other program areas as appropriate.

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. Stay abreast of new and emerging wellness benefits.

Actively participate in related legal proceedings. Assist in the preparation of materials. Provide related expert testimony. Represent City interests in pre-hearings.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Four years of varied and progressively responsible professional experience including comprehensive responsibility for employee benefits, including at least 2 years in a leadership/supervisory capacity. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in Human Resource Management, Industrial Relations, Public Administration or a related field. Other combinations of training and/or experience that can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills, and Abilities:

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 relevant public administration principles and practices specific to Civil Service employment. Knowledge of the full range of supervisory principles and practices, labor relations and personnel management. 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 interpret collective-bargaining agreements, ordinances, and other policies and procedures. Ability to integrate/coordinate the application of relevant state and federal laws and regulations. Ability to conduct interviews and solicit pertinent information. Ability to develop operational strategic plans. 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 effectively evaluate benefits programs and provide recommendations related to necessary changes. Ability to calculate contract/proposal costs, including using spreadsheets and databases. Ability to work through conflict and emotional encounters with empathy and discretion. Ability to recognize trauma. Ability to show empathy and compassion in difficult situations. 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, evaluate and inspire staff. Ability to develop and maintain recordkeeping systems and administrative processes. Ability to effectively facilitate workgroups of various sizes. Ability to develop and maintain positive relationships with diverse public and co-workers. 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.

Necessary Special Qualifications:

Ability to meet the transportation requirements of this position.

Physical requirements:

Work is mainly sedentary in nature. Must have the 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. This position may be expected to work evenings and/or weekends to attend meetings.

Department/Division	Comp. Group	Range
Human Resources Department	18	15

Approved:

Erin Hillson

Human Resources Director

Date