

CLASS SPECIFICATION Benefits Coordinator

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, performs a variety of highly responsible and difficult professional, technical and analytical activities in support of the City's Benefit programs; provides significant assistance in formulating plan design and policy changes; performs the more complex plan administration and analysis assignments; and interprets multi-faceted benefit policy issues for benefit staff and City employees.

DISTINGUISHING CHARACTERISTICS

A Benefits Coordinator performs complex professional work for the multi-faceted benefit program. Incumbents provide professional advice and counsel to City managers, supervisors and employees and perform their responsibilities with a significant degree of independence, discretion, problem solving skills and application of their professional experience and judgment. A Benefit Coordinator may provide lead supervision/training of other professional and support staff.

The Benefits Coordinator is distinguished from Benefits Analyst in that an incumbent in the former class has a higher degree of independence and is responsible for managing the more complex projects such as the open enrollment process within a multi-faceted benefit program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Interprets complex benefits and claims issues; assists Bureaus and Labor Relations in addressing benefit related grievances and issues; advises managers and supervisors on complex benefit matters to ensure compliance with rules, policies and procedures; interprets internal and external reports to track utilization and legislative compliance.
2. Receives, reviews and researches complex and/or disputed claims appeals from participants. Recommends modifications to claims processing policies and procedures based on claims appeal findings and final determinations.
3. Reviews benefit plans for compliance with federal and state regulations, City Code, plan documents and labor agreement provisions; interprets legislative and contractual requirements regarding benefits administration.

4. Establishes procedures to ensure appropriate coordination and monitoring of enrollment and benefits eligibility; coordinates internal and external networks and systems with appropriate City staff and external vendors; coordinates with payroll and accounting staff on internal financial system data and reporting requirements.
5. Plans, organizes and directs the annual open enrollment process; supervises and reviews the development of open enrollment materials; develops and monitors the enrollment process schedule to ensure timely and accurate open enrollment completion.
6. Acts as liaison between vendors, insurance carriers and third party administrators on contract related issues; problem solves and clarifies plan provisions with vendor representatives. Identifies problematic procedures and recommends solutions; assists Benefit Manager in developing and evaluating requests for proposals, contracts and service agreements.
7. Establishes and maintains effective working relationships with management and employees to promote understanding and appreciation of benefit programs. Maintains effective team relationships with human resources staff and managers with respect to overlapping issues.
8. Develops health fund reports to track the collection of City-wide bureau and employee premium costs and payments of medical and prescription drug costs related to the self-insured health plan. Creates new compliance tracking methods and reports. Collaborates with Benefit Manager and other Benefit staff, City accounting staff and other appropriate staff (e.g. SAP/BTS Programming staff) to ensure most efficient and accurate methods are used.
9. Reviews various professional benefit periodicals and other educational materials for new legislation, case law and legal interpretations that may impact City programs. Recommends strategies to implement new rulings and interpretations.
10. Develops and conducts surveys to determine the City's competitive benefit position with respect to other public and private organizations. Surveys include national consulting surveys such as annual Mercer survey, government surveys, local surveys and an annual City sponsored survey. Develops on-line survey for use with other local public employers and coordinates their participation.
11. Researches benefit program and plan options. Prepares reports to include cost/benefit analysis, legal issues, utility of program(s), administration issues, potential to outsource and/or automate, and identification of potential vendors.
12. Assists in the development of benefit strategies for meeting bureau challenges; assesses and recommends plans to meet bureau short and long-term strategic needs; reviews City-wide and Bureau specific special offerings with respect to redeployment, severance programs etc., identifies potential benefit issues.

OTHER DUTIES

1. Participates in the development of data for management bargaining team in labor negotiations; interprets the provisions of labor contracts.
2. Conducts a variety of special projects, as directed.
3. May provide lead work direction and guidance to other professional or support staff.
4. Serves on City and bureau human resource related committees, including work improvement teams.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and administration of benefits management programs.
2. Principles, practices and techniques of benefit analysis and administration, including IRC sections 125, 79, 457, 129, FMLA, OFLA, COBRA, HIPAA, ADEA, PERS, Oregon state statutes that pertain to insurance and retirees of public employers.
3. Principles, practices, methods and techniques of benefit program design and administration, including eligibility determination, enrollment, claims processing, benefits reporting and insurance/benefit plan record keeping.
4. Administration of benefit provisions of labor contracts and human resource policies.
5. Administrative principles and methods, including goal setting, program development and implementation.
6. Federal, state and local laws, regulations and court decisions applicable to the administration of benefit and human resource programs.
7. Principles and practices of public administration, including reporting and maintenance of public records.
8. Research methods and data analysis techniques.
9. Trends in benefit and human resource program development.
10. City functions and operations and associated benefit and human resource management issues.
11. Principles and practices of effective business communication.

12. Operation of standard business computer software and benefit specific software.
13. General accounting principles and procedures.

Ability to:

1. Design, implement and utilize data gathering and reporting procedures.
2. Gather relevant data, analyze complex problems, evaluate alternatives and make appropriate recommendations.
3. Understand, interpret, explain and apply City human resource rules, regulations, policies and procedures and applicable local, state and federal legislation and regulations.
4. Exercise independent judgment and initiative within established guidelines.
5. Present proposals and recommendations clearly and logically.
6. Represent the City effectively in dealings with employees and employee organization representatives on a variety of human resource issues.
7. Communicate effectively orally and in writing.
8. Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.
9. Maintain confidential and sensitive information.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
11. Establish and maintain effective working relationships with elected officials, bureau and City managers and supervisors, employees, employee organizations, community organizations, compliance review agencies and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in business administration, human resources, or a closely related field; and at least four years of progressively responsible professional experience in benefits; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 12-13-10

Revised: