

CLASS SPECIFICATION
Benefits Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, supervises the day-to-day administration of employee benefit programs; interprets multi-faceted budget and related human resources policy issues for benefit staff and City employees; recommends plan design and other changes; tracks monthly benefit plan costs; performs the more difficult and complex plan administration and analysis assignments; represents City employee benefit program at meetings with Bureau management and external groups as necessary; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Benefits Supervisor is a single incumbent classification that is responsible for coordinating and supervising daily administration of the City's comprehensive employee benefits program both to provide excellent benefits service to employees, retirees and former employees and to ensure compliance with all applicable federal, state and local laws and regulations and a variety of complex and detailed plan requirements. The Benefits Supervisor assists Bureau management and Labor Relations in responding to benefit related grievances and resolving other benefit issues as necessary. The incumbent is expected to carry out responsibilities with a significant degree of independence, exercising sound professional judgment, discretion, communication, and problem solving skills.

Benefits Supervisor is distinguished from Benefits Manager in that an incumbent in the latter class is responsible for the overall management of the City's multiple and varied benefits plans.

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. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; supervises, participates in developing, , policies, systems and procedures applicable to unit responsibilities; recommends and implements benefit plans and administrative systems to improve program operations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address

performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.

3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Coordinates and supervises the daily administrative activities of the City's comprehensive employee benefits program, including medical, dental, vision, long term disability, flex spending accounts and deferred compensation plans; identifies and evaluates issues and makes recommendations regarding plan design and/or administrative changes in accordance with the City's strategic plan, goals and objectives for its benefits programs.
5. Plans, organizes and supervises 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. Interprets complex benefits and claims issues; assists Bureaus and Labor Relations in addressing benefit related grievances and issues, interprets internal and external reports to track utilization, medical trends, large case management, present funding guidelines, future equitable funding options and legislative compliance.
7. Reviews employee benefit eligibility issues, makes recommendations on status changes and policy issues.
8. Receives, reviews and researches complex and/or disputed claims appeals from participants; prepares appeal packages and appropriate documentation for appeal determinations; may make modifications to claims processing policies and procedures based on claims appeal findings and final determinations.
9. Reviews benefit plans to ensure compliance with federal and state regulations, City Code, plan documents and labor agreement provisions; interprets legislative and contractual requirements regarding benefits administration.
10. Establishes policies and procedures to ensure appropriate coordination and monitoring of enrollment and benefits eligibility; coordinates on 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.
11. Performs research on benefit plans; collects, analyzes and presents statistical and financial benefit plan data; identifies trends; evaluates and prioritizes issues and tasks; compiles reports and presents recommendations regarding the resolution of problems, enhancement of plans and selection of carriers for self-insured and insured benefit plans.

12. Acts as liaison between vendors, insurance carriers and third party administrators on contract related issues; assists in developing and evaluating requests for proposals, contracts and service agreements.

OTHER DUTIES

1. Assists in providing technical support and guidance to the Labor Management Benefits Committee; formulates recommendations for the resolution of issues based upon analysis of past design issues, present funding obligations and guidelines, labor relations issues, medical trends and program goals.
2. Directs the preparation of a variety of correspondence and communication materials for employees and plan participants.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and administration of benefits management programs.
2. 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.
3. Federal, state and local laws and regulations governing the administration of employee benefit plans and maintenance of plan/employee records, including, but not limited to, COBRA, HIPAA, IRC § 125 and § 129, FMLA, and OFLA
4. Standard employee benefit plan contract and coverage provisions and requirements.
5. Principles and practices of public administration, including budgeting, reporting and maintenance of public records.
6. Research methods and data analysis techniques.
7. Trends in benefit program design and cost management.
8. Principles and practices of effective business communication.
9. Operation of standard business computer software.
10. Principles and practices of effective supervision.
11. City human resources policies and labor contract provisions.

Ability to:

1. Implement and utilize data gathering and reporting procedures.
2. Gather relevant data, analyze 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, retirees, former employees and employee organization representative on a variety of benefits plan, eligibility, claims and related 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 bureau and City managers and supervisors, employees, benefit plan vendors and administrators, program beneficiaries, union representatives 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 four year college or university with a major in business or public administration, human resources management or a related field; and three years of increasingly responsible experience in the administration of employee benefits plans; 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: 07-01-02

Revised: 05-01-07

Class created as a result of Nonrepresented Classification & Compensation Study, 2001-2002. This class is composed from position(s) within the following class(es):

0614 HUMAN RESOURCES COORDINATOR Adopted: 07-01-92

June 2009 - Change Job Class number from 7294 to 30000540, due to system change.