PERSONNEL COMMITTEE

10-0605R

RESOLUTION APPROVING PROPOSED SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF EMPLOYEE BENEFITS ADMINISTRATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

RESOLVED, that the proposed specifications for the new civil service classification of employee benefits administrator, which were approved by the civil service board on October 5, 2010, and which are filed with the city clerk as Public Document No. _____, are approved; that said classification shall be subject to the city's collective bargaining agreement with its confidential unit employees; and that pay range for said classification shall be Range 10A. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

Approved for presentation to council:

Chief Administrative Officer/
Department Director

Approved as to form:

Attorney

Approved:

Auditor

HR JA:alc 11/23/2010

STATEMENT OF PURPOSE: This classification has been created to manage and coordinate the planning, implementation and administration of the city's benefits programs, ensuring compliance with applicable laws and regulations, and to serve as leadworker for other benefits staff. The pay range negotiated for the classification is Range 10A, $4,681 to $5,677 per month.

EMPLOYEE BENEFITS ADMINISTRATOR

PURPOSE: Manage and coordinate the planning, implementation and administration of the City's benefit programs.

This position provides management, organization and leadership support for employees involved in delivering benefit services. Employees in this class are responsible for assessing the effectiveness of benefits in meeting the City's overall strategic objectives and for developing and implementing changes and improvements as appropriate. Principally responsible for compliance matters. Requires a high level of independence and decision-making in carrying out job responsibilities.

FUNCTIONAL AREAS:

1. Manage benefit program administration.

* A. Participate in developing short- and long-term goals and objectives.
* B. Assess the effectiveness of benefit programs in meeting overall strategic objectives.
* C. Maintain awareness of benefit plan trends, and in collaboration with benefit consultant, develop and implement new, enhanced or revised benefit programs based on trend analysis, policy direction and compliance with laws and regulations.
* D. Coordinate benefit plan renewal process and create implementation and administration action plans to ensure smooth and timely transitions.
* E. Prepare requests for proposals; review, analyze and recommend contract awards.
* F. Ensure that all government and regulatory reports and disclosures are accurate, complete, and filed by submission deadlines.
* G. Direct the processing of all documents necessary for the implementation of various benefit programs and oversee records maintenance.
* H. Ensure resolution of benefit plan misunderstandings, general plan administration or other problems by serving as liaison between participants and benefit providers, advocating for the participant as appropriate.
* I. Direct and review updates to plan documents and summary plan descriptions to ensure compliance with City practices and procedures, labor agreements and federal and state regulations.
* J. Provide input into, review and approve setup specifications for HRIS upgrades and conversions; and determine or approve the design and maintenance of benefit-related databases.

2. Perform work to enhance benefit programs and participant education.

* A. Research, recommend, develop and implement process improvements and enhancements to increase efficiencies and effectiveness of benefit administration.
* B. Research and develop benefit cost containment mechanisms to ensure benefits are provided in the most efficient manner.
* C. Research and develop educational materials and presentations to inform employees and retirees of their benefit plans and assist them with the most effective use of their benefits.
* D. Direct and review updates to the Employee Benefits Handbook.
* E. Research, write and/or revise benefit-related policies and procedures.
* F. Analyze proposed legislation for potential impact on benefit programs and develop recommendations.
* G. Inform, advise and counsel management on employee issues, contract administration, and trends and current developments that relate to benefits.

H. Perform related tasks as assigned.

3. Participate in the contract negotiation process.

* A. Research options for management proposals and assist with the development of management positions.
* B. Draft contract language for management proposals.
* C. Advise management on the effects of proposed language by unions and management.
* D. Develop and maintain statistical and other data on current and proposed benefit plans.
* E. Revise benefit-related contract language for compliance with changes to federal and state laws and regulations.
* F. Participate in negotiations sessions as required.

4. Organize and direct the work activities of assigned team.

* A. In collaboration with supervisor, determine work priorities.
* B. Assign work and coordinate work schedules.
* C. Provide input into decisions regarding the hire and transfer of personnel.
* D. Train team in safe and proper work methods and procedures.
* E. Monitor work for compliance with established methods, guidelines, standards and procedures.
* F. Review work of team members for completeness and quality, and provide feedback as needed.
* G. Provide input to management to aid in decisions related to discipline and grievance resolution.
* H. Provide information and instruction to assigned team verbally and in writing as needed.

JOB REQUIREMENTS

Education & Experience Requirements

❖ A. Bachelor's degree in business administration, human resources management or a related field from an accredited college or university, plus a minimum of six (6) years of progressively responsible professional level experience in employee benefits administration; or a combination of education and experience determined by management to be equivalent.

License Requirements

A. Certified Employee Benefits Specialist (CEBS) preferred.

Knowledge Requirements

❖ A. Extensive knowledge of employee benefit principles, concepts and practices.
❖ B. Extensive knowledge of governmental regulations and laws related to benefit plans.
❖ C. Knowledge of social security, medicare and other retirement plan structures.
❖ D. Knowledge of statistics and their practical application.
❖ E. Knowledge of research and data analysis methods and techniques.
❖ F. Knowledge of customer service standards, principles and techniques.

Skill Requirements

❖ A. Skill in administering a variety of benefit programs.

- B. Skill in communicating logically, persuasively and accurately in verbal and written forms.
- C. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications.
- D. Skill in applying sound business judgment in decision-making.
- E. Skill in providing exemplary customer service and satisfaction with continuous focus on compliance.
- F. Skill in researching and analyzing complex issues, developing recommended actions, preparing reports and maintaining records.

Ability Requirements

- A. Ability to develop and evaluate long-term plans and programs.
- B. Ability to manage contractual agreements.
- C. Ability to respond effectively to the most sensitive inquiries and complaints.
- D. Ability to read, comprehend and explain complex materials, often involving legal and technical matters in which the individual may have little background or knowledge.
- E. Ability to interpret specific rules, laws, policies, contracts and documents and to apply them in a variety of situations.
- F. Ability to plan, direct and review work of assigned staff.
- G. Ability to communicate both one-to-one and before groups to obtain or provide information.
- H. Ability to work independently and to organize and prioritize workload.
- I. Ability to establish and maintain effective working relationships with all levels of the organization, unions, retirees, vendors, consultants and the general public.
- J. Ability to maintain confidentiality.

Physical Requirements

- A. Ability to sit for extended periods.
- B. Ability to transport oneself to, from, and around the sites of projects, meetings and presentations.
- C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.
- D. Fine dexterity to operate computer, calculator and other office equipment.
- E. Visual acuity to inspect documents for accuracy.
- F. Ability to hear and speak sufficiently to exchange information in person and by telephone.
- G. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- H. Ability to attend work on a regular basis.

* Essential functions of the position
- Job requirements necessary the first day of employment

Anlst: JA	Class:	Union: Confidential	Pay: 10A	CSB: 20101005
CC:	Res:	EEOC: Professinal	EEOF: Admin/Finance	WC: 8810