

EMPLOYEE BENEFITS REPRESENTATIVE

PURPOSE: Participate in the administration and coordination of the City's benefit programs.

This position assists the Employee Benefits Administrator (EBA) with research, planning and development of programs and initiatives, and supervisor and employee education. The position provides responsive customer service, handling difficult issues/complaints, and administers assigned programs/processes. Work requires a high level of independent judgment and decision-making, with assistance only on unusual or new situations.

FUNCTIONAL AREAS:

1. Assist with planning, organizing and coordinating benefit programs.
 - * A. Participate in the preparation of requests for proposals and the review and analysis of vendor proposals.
 - * B. Monitor and report on the performance of benefit providers, ensure that vendors adhere to contractual obligations, and resolve issues with vendors.
 - * C. Coordinate and administer leave programs, including leave of absence, FMLA, sick leave and return to work, and long-term disability, conferring with EBA as needed.
 - * D. Participate in the administration of all hospital-medical insurance related programs.
 - * E. Resolve difficult benefit plan issues/problems by serving as liaison between program participants and benefit providers, advocating for the participant as appropriate.
 - * F. Assist with updating plan documents and summary plan descriptions.
 - * G. Assist with research and development of process improvements and new, enhanced or revised benefit programs.
 - * H. Maintain awareness of benefit plan trends and changes to laws and regulations related to benefits.
 - * I. Provide input into the design and setup of benefit-related HRIS upgrades or conversions.
2. Perform other duties related to benefit programs and participant education.
 - * A. Coordinate and conduct new employee orientations.
 - * B. Conduct meetings with terminating, retiring or benefit-ineligible employees and/or their dependents to inform them of their COBRA rights; and resolve COBRA issues by working with vendors, sub-groups and employees.
 - * C. Develop and coordinate the open enrollment process and any special enrollment processes.
 - * D. Recommend revisions and coordinate updates to the Employee Benefits Handbook and assist with drafting or revising benefit-related policies and procedures to ensure compliance with legal requirements.
 - * E. Participate in and/or develop and administer benefit surveys.
 - * F. Develop, facilitate and provide information to employees regarding benefit plans.
 - * G. Review and disseminate PERA, deferred compensation and other information as necessary.
 - * H. Assist with developing and presenting training programs.
3. Participate in research and analysis required for contract negotiations.
 - * A. Develop and maintain statistical and other data on current and proposed benefit plans as directed.

- * B. Research information for proposals related to benefits and participate in management proposal decisions.
- * C. Analyze the effects of recommended proposals.
- * D. Prepare first drafts of proposed language as directed.

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 three (3) years of professional level experience in employee benefits administration; or
- ❖ B. Certified Employee Benefits Specialist (CEBS), plus five (5) years of paraprofessional level experience in employee benefits administration; or
- ❖ C. A combination of education and experience determined by management to be equivalent.

License Requirements

- A. CEBS preferred.

Knowledge Requirements

- ❖ A. Considerable knowledge of employee benefits principles, concepts and practices.
- ❖ B. Considerable 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 communicating logically and accurately in verbal and written form.
- ❖ B. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications.
- ❖ C. Skill in applying sound business judgment in decision-making.
- ❖ D. Skill in providing exemplary customer service and satisfaction with continuous focus on compliance.

Ability Requirements

- ❖ A. Ability to communicate one-to-one and before groups to obtain or provide information.
- ❖ B. Ability to work independently and to complete assignments from minimal information or instruction.
- ❖ C. Ability to work under pressures of time constraints and conflicting demands.
- ❖ D. Ability to read and understand complex materials, often involving legal and technical matters with which the individual may have little background or knowledge.
- ❖ E. Ability to interpret specific rules, laws, policies and benefit contracts and documents and to apply them in a variety of situations.
- ❖ F. Ability to review processes and to compare information in order to identify discrepancies and deviating circumstances.

- ❖ G. Ability to perform research, prepare reports and maintain records.
- ❖ H. Ability to establish and maintain effective working relationships with co-workers, supervisors, other employees, retirees and the general public.
- ❖ I. 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

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