



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### **Human Resources Benefits and Compliance Coordinator**

**Department: Human Resources    Reports to: HR Director    Pay Grade: H13**

**Date Established: 9/2017    Date Revised: 12/2017    FLSA Status: Exempt**

#### **CLASSIFICATION SUMMARY**

The Benefits and Compliance Coordinator coordinates the centralized administration of city-wide benefits including group health, dental, vision, and all other city sponsored plans. The position is in charge of employee benefit programs, compliance with federal regulations including Patient Protection and Affordable Care Act (PPACA), Family Medical Leave Act (FMLA), Consolidated Omnibus Budget Reconciliation Act (COBRA), and Americans with Disabilities Act (ADA). The Benefits and Compliance Coordinator acts as a liaison between employees and benefit providers and provides assistance with claim resolution.

This is a professional position working under the general direction of the Human Resource Director. The incumbent must be able to analyze, evaluate and devise solutions to a variety of complex challenges and issues and recommend possible resolution; present facts and recommendations verbally and in writing; maintain strict confidentiality; demonstrate sound, independent judgment in resolving problems and making decisions; have functional knowledge of federal, state and local laws and regulations related to human resource administration.

The job requires independent work with wide latitude to exercise professional judgment. An employee in this job will demonstrate excellent communication skills, organizational skills, time management, an attitude of cooperation, and the ability to work harmoniously with all levels of City employees, the general public and other organizations. This position requires high levels of professionalism, confidentiality, responsibility, ethics and accountability.

The work is conducted in a general office environment with stable temperatures and a moderate level of noise.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Coordinates strategic direction, planning, analysis, organization, and implementation of all City-sponsored benefit plans. Oversees all required regulatory reporting. Serves as City HIPAA Privacy Officer. Provides benefit counsel to employees and retirees. Develops informational employee communications. Acts as liaison between employees/retirees and insurance carriers.

Performs detailed insurance contract reviews for health/dental insurance, life insurance, long-term disability insurance, flexible spending account, deferred compensation, and other city plans. Collaborates with health plan broker in negotiation of changes in contractual provisions and language and ensures accuracy.

Monitors accuracy and timely processing of employee data for record keeping and payroll purposes.

Manages the Education Reimbursement program. Tracking, reimbursement requests, compliance and policy updates

Ensures continued City compliance with federal regulations including Patient Protection and Affordable Care Act (PPACA), Family Medical Leave Act (FMLA), and Consolidated Omnibus Budget Reconciliation Act (COBRA). Administers plans, maintains database entry and tracking, and communicates with employees regarding leaves such as FMLA. Monitors City compliance with all components of PPACA and documents

regulation changes or updates. Monitors part-time and temporary employee hours-worked for compliance with the act, Public Employees Retirement System of Idaho (PERSI) requirements, and City policy. Provides federally regulated EEO-4, Affirmative Action, and new hire reporting.

Develops and disseminates benefits selection information and materials to communicate employee programs and plans. Maintains benefit information packets, Health Insurance Portability and Accountability Act (HIPAA) privacy notices and other benefit related information for employee distribution. Updates information on the City's intranet site and communicates benefit changes City-wide. Processes new employee benefits elections and electronic file set up. Enters and maintains employee information in appropriate database. Ensures privacy and security of employee personal and medical information. Helps coordinate and run employee meetings for annual open enrollment.

Provides advice and counsel to supervisors on employee issues. Conducts interactive processes with employees and citizens to determine ADA reasonable accommodations. Responds to management and employee inquiries regarding federal and state employment laws as well as City policies, procedures, and programs. Assists in the review and writing of personnel policies and regulations.

**Additional duties may include:**

Recruiting: Advising executives and managers on recruiting practices and policies; assisting with difficult recruitment searches for qualified candidates by directing use of various sources such as computer databases, networking, internet recruiting resources, media, recruiting firms, employee referrals, etc.; assisting departments in making job and salary offers.

Training: Developing and conducting training on harassment and discrimination, employment law, performance reviews, discipline, terminations and personnel policies and practices, and other topics as needed.

Civil Service Testing: Assisting in coordinating civil service testing; monitoring and verifying appointments are made in accordance with established policies and procedures, including civil service rules; participation in administration of civil service exams.

On-Boarding: Conducts new staff orientation program. Works with managers to ensure they are prepared for new hires (door codes, paperwork, etc.)

Off-Boarding: Conducts benefit reviews and exit interviews for terminating and retiring employees.

Liaison: Sit as the City liaison to an assigned group or community organization, usually involving evening meetings.

Policies and Procedures: Assists in the development and implementation of personnel management rules; analyzes the effectiveness of selected policies and prepares related reports. Prepares proposed policy revisions for review by the Human Resources Director.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

**CLASSIFICATION REQUIREMENTS:**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

**Knowledge of:**

- Human resources management principles and practices related to employee benefits administration and compliance with federal and state laws and regulations;
- Benefits trends, costing and compliance;
- Record accuracy and retention;
- Best practices in employee benefits
- Research and analysis methods to develop and/or review policies;
- The art of diplomacy and cooperative problem solving;
- Operation of a personal computer and job-related software applications.

**Skill and Ability to:**

- Administer city-wide employee benefit programs and ensure compliance with related laws, regulations and policies;
- Work with Benefits Broker to assist in negotiations with benefits plan carriers;
- Analyze, evaluate, write, and propose city policies and procedures to HR Director;
- Analyze problems, identify alternative solutions, and project consequences of proposed actions;
- Interpret and communicate complex employee benefits and employment law;
- Work independently and exercise initiative, with general guidance and supervision;
- Provide consultation to employees at all levels of the organization;
- Demonstrate strong customer service principles including issue resolution;
- Communicate effectively, verbally and in writing;
- Prepare and analyze comprehensive reports;
- Maintain quality work production while dealing with deadline pressures imposed from within and without the division;
- Make prudent decisions where established procedures do not always apply;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Maintain a professional demeanor at all times;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

**ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- Bachelor's Degree in Human Resources Management, Business Management or related field is required; and
- Three (3) years' experience administering benefit programs, with preferred experience in negotiating benefit contracts.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

**PHYSICAL REQUIREMENTS**

The employee is frequently required to stand, walk, sit, bend, operate a computer keyboard or type, handle materials, or reach with hands and arms performing the essential functions of the classification. The duties require sitting for long periods, accessing stored file boxes and file cabinets and moving and organizing physical file materials. The employee must occasionally lift 25pounds. Specific vision abilities required by this classification include close vision, distance vision, depth perception and ability to adjust focus, conduct research and inspect materials. Sufficient clarity of speech and hearing abilities required by this classification

includes those which permit the employee to discern verbal instructions, communicate effectively in person, by telephone or electronic mail. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.