

EMPLOYEE BENEFITS SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: The Employee Benefits Supervisor is responsible for performing specialized, professional duties of considerable difficulty in administering employee benefits programs and other administration related duties. This class also supervises Employee Benefits staff and performs related duties as required.

Distinguishing Features: With considerable independence, this class administers several employee group benefits programs and services, including but not limited to: eligibility, enrollment, customer service and communications for health care programs such as medical, behavioral health, prescription drugs, dental, vision, Employee Assistance Program (EAP), and Flexible Spending Account (FSA) programs. Additionally, this position will supervise eligibility, enrollment, customer service and communications for welfare benefit programs such as Short-Term Disability (STD), Long-Term Disability (LTD), Life/Accidental Death and Dismemberment (AD&D), and Business Travel Accident/Commuter Insurance (BTA). Duties include: interpreting plan document; assisting with health and related vendor system administration; developing and maintaining vendor relationships; supervising benefit customer service operations; and designing and maintaining comprehensive employee benefit communications and reports. Additional duties include: attending and facilitating presentations to employee groups; assisting with Health Insurance Portability and Accountability Act (HIPAA) and Affordable Care Act (ACA) compliance; providing additional staff assistance to Employee Benefits Advisory Committee and Employee Benefits Task Force; and supervising Program Assistants, Senior Program Assistants, and temporary workers. This class is supervised by the Employee Benefits Administrator through meetings, reports, conferences, and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, and experience equivalent to considerable (3 - 5 years) experience with group employee insurance programs, and/or benefits administration. Good (1 - 3 years) experience in a direct or acting supervisory or management role is also required.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Associate's or higher level degree from an accredited college or university in Human Resources, Business Communications, or Finance is desirable. World at Work certification as a Certified Benefits Professional (CBP) or equivalent certification as an Employee Benefits Specialist (CEBS) is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, City employees, consultants, and/or other agency representatives in order to obtain benefits information. Responds to inquiries, requiring some research, from employees, dependents, and providers. Provides explanations to the insureds about the various benefit programs available, and technical information regarding claims in process. Produces written documents such as letters, memos, and reports in order to communicate information to employees, retirees, and representatives from other outside agencies.

Manual/Physical: Receives, records, processes, and maintains a variety of moderately complex employee benefits documents, records, and files. Collects and compiles data for activity reports. Operates a variety of standard office equipment such as a personal computer (PC), photocopier, and calculator in order to effectively complete the duties of the job. Enters data or information into a PC in order to register claims, pull up information regarding processed claims, and other similar tasks in order to effectively administer programs.

Mental: Determines claim submission, claim status, deductibles applied, and confirms coverage for employee benefits programs. Comprehends and makes inferences from written material such as benefit plan documents, and health organization member booklets, in order to transmit information to insureds and providers. Prioritizes all work functions to meet established deadlines. Analyzes data such as production reports and cost analyses in order to make recommendations to management regarding problems and/or changes.

Knowledge/Skills/Abilities:

Knowledge of:

the principles and practices of Employee Benefits Administration;
employee benefit programs, including health insurance, flexible spending accounts, disability, and life insurance;
City Personnel rules, regulations, and policies including insurance and benefit programs and enrollment procedures;
the federal, state, and local laws, rules, and regulations pertaining to employee benefits;
accounting, budgeting, and financial management principles and procedures;
claims processing and payment functions sufficient to assist claims adjusters and other staff members;
the computer techniques used in research and analysis in the administration of employee benefits programs; and
basic medical, dental, and mental health terminology.

Skill in:

operating a PC, including word processing, database, and spreadsheet software;
drafting correspondence, Intercom articles, flyer text, etc., using terminology that will be understood by all; and
operating a calculator and variety of common office equipment.

Ability to:

interpret and explain technical employee benefit policies and procedures;
answer questions and resolve problems regarding benefit programs, plan design, coverage, application of plan benefits, etc.;
perform research, and collect and analyze data regarding health insurance plans, health plan costs, and premium calculations;
retrieve data and design reports based upon user needs;
manage multiple tasks at one time;
communicate through presentations as well as deal one-on-one with employees, retirees, providers, and other customers;
maintain a high degree of accuracy in processing detailed statistical and financial data;
interpret insurance carrier contracts;
maintain effective working relationships in a team environment;
resolve health insurance claim discrepancies in an accurate and tactful manner; and
effectively interact and establish an excellent working relationship with claimants, physicians, suppliers, insurance carriers, and medical hospital facilities.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 9/15

NF/co/vl

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EEO-Prof

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-N/A

RESP-No

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 47

SECURITY-No

CDL-No

IND-8810

SWORN-No