

EMPLOYEE BENEFITS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Employee Benefits Administrator manages the day-to-day operational activities within the Employee Benefits Division including the supervision of professional and paraprofessional staff. This position provides services to City management, departments, and employees. The Employee Benefits Administrator manages the City's self-insured and self-administered Medical/Dental (including claims processing), Flexible Spending, Wellness, and Mental Health Programs. This position also manages contracted benefits including, but not limited to Life Insurance, Accidental Death and Dismemberment, Short-Term Disability, Long-Term Disability, Vision Care, Employee Assistance Program, Commuter Insurance and Pharmacy Benefit Programs. Other primary duties include oversight and administration of the City's Health Benefit Trust Fund, setting rates for premiums, and performing tasks related to duties as Citywide HIPAA (Health Insurance Portability and Accountability Act) security and privacy officer. This class is responsible for performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. An employee in this classification exercises considerable initiative with latitude for independent judgment. Technical decision-making is required in the areas of processing of claims, payment of benefits, coverage and authorization of health care program services, certification of services, trust fund management, and Health Insurance Portability and Accountability Act (HIPAA) compliance. Responsibility further includes analysis of plan expenditures and industry trends, budget preparation & monitoring, presentations to upper management and/or city council, and contract administration of vendor provider benefits. Evaluation and recommendation of major changes in programs and procedures as approved by the Human Resources Director and the Employee Benefits Advisory Committee. This class receives minimal supervision from the Human Resources Director who reviews work through conferences, reports, and overall results obtained. This class is FLSA exempt-executive.

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. Any combination of training, education, and experience equivalent to graduation from an accredited college with a Bachelor's Degree in Personnel, Public or Business Administration, or related field. Extensive (5+ years) professional experience in Human Resources work functions including, but not limited to, employee benefits administration with a working knowledge of HIPAA guidelines. Three to five years of contract administration experience. At least three years supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. World at Work certification (CBP) or equivalent certification as an Employee Benefits Specialist (CEBS) is preferred. A Master's Degree in Human Resources, Public Administration, or related field is also preferred. Experience in budgeting, claims processing, trust fund management, and personnel administration is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with management, coworkers, subordinate personnel, the general public, insured individuals, providers, outside consultants, and representatives from various regulatory agencies to explain benefit programs, resolve problems and disputes, receive information on benefit issues, and establish and maintain effective working relationships. Counsels employees regarding benefits and options. Answers complex questions and handles complaints regarding insurance coverage. Communicates with the following: contracted agencies to ensure proper contract administration and resolve problems; utilization review firms for case clarification, and the Finance Division to provide financial and accounting data for monthly balancing of the Benefit Trust Fund. Negotiates with providers to reduce rates. Instructs and trains others regarding various benefit programs and services. Writes articles to inform employees of new programs and services. Responds to personnel-related requests and inquiries, and explains technical statutes, policies, and procedures. Serves as a liaison with contractors, consultants, and independent investigators and adjusters. Confers with legal counsel in preparing claims cases and personnel related matters. Prepares program policies and procedures and reports on operations and activities. Composes summary reports related to personnel programs. Prepares staff recommendations and prepares presentations to the Employee Benefits Advisory Committee, upper management and/or the City Council. Prepares performance evaluations.

Manual/Physical: Reviews the work products of staff to ensure conformance to standards by auditing claims and adjustments made, and releasing claims processed over \$5,000, after reviewing the claims for accuracy and adherence to the Benefit Plan Document. Verifies preauthorizations and approves the overriding of schedules and plan provisions. Reviews monthly budget reports, authorizes office equipment and supply purchases, and approves related expenditures. Updates on-line procedure codes, diagnosis codes, benefit codes, and Blue Cross/Blue Shield prevailing fees on the computerized system. Reviews expenditures for the Employee Benefit Trust. Recommends improvements and modifications. Assembles data and documents and prepares reports. Enters data into a terminal or personal computer to process and pay claims, access employee and history files, and prepare letters, memos, and reports. Sets up and maintains specialized computer software programs used to process medical, dental, and Flexible Spending Claims. Delegates work and follows-up on performance. Attends meetings and serves on various committees.

Mental: Plans, organizes, and directs the staff and activities of Employee Benefits. Prioritizes daily staff assignments, workflow, report writing, and employee and provider assistance. Reviews and evaluates subordinates work in progress and upon completion to ensure compliance with plans, directives, and departmental operating policies and procedures. Analyzes, develops, and implements programs, policies, and procedures. Manages and monitors all benefit programs for compliance with contracts and Plan Document provisions. Evaluates and monitors the competitiveness of current benefit programs. Researches and recommends the feasibility of new benefit programs to management. Works with consultants and purchasing personnel to prepare Request for Proposal documents, evaluate proposals, and make recommendations to management for contract award. Manages the Flexible

Spending Account Program and makes changes regarding program policies and procedures. Manages the design and development of annual open enrollment materials and the execution of the open enrollment process. Schedules program presentations and coordinates open-enrollment meetings. Comprehends and interprets written documents such as the Benefit Plan Document. Monitors legislation to ensure compliance with federal, state, county and local laws. Administers and prepares the employee benefits budget and presents justification for budget requests; monitors budget expenditures for operational efficiency. Oversees and monitors claim payments. Identifies and resolves potential abuses of benefit claims. Analyzes complex financial data and other aspects of benefit plans and proposals in order to recommend alternatives. Performs contract administration duties, including: evaluating proposals; negotiating and recommending contract terms; evaluating performance; and ensuring compliance to contract agreements. Establishes work standards and operating procedures. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

Knowledge and Abilities:

Knowledge of:

employee supervision, training, and evaluation practices and procedures;
employee benefit plan designs including legal and procedural requirements;
employee benefits and self-insured insurance program practices and procedures;
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 personnel, employee benefits; insurance purchasing and negotiation practices;
accounting, budgeting, and financial management principles and procedures;
the computer techniques used in research and analysis in the administration of employee benefit programs;
basic medical, dental, and mental health terminology;
HIPAA rules and regulations; and
principles and practices of personnel administration.

Ability to:

interpret and explain technical employee benefit policies and procedures, handle complaints, make decisions, and resolve disputes regarding insurance coverage, claims processing, and contract administration;
approve expenditures, post accounting information from the claims system, and oversee equipment acquisition and installation;
perform on-line health system computer maintenance regarding system errors and changes, testing system changes, and new software releases;
plan, organize, and administer the City's Employee Benefit Trust;
perform a broad range of management responsibility over paraprofessional, and administrative support personnel;
interpret and explain technical employee benefit policies and procedures;
provide leadership in implementing City and departmental policies and programs;
analyze, interpret, and apply relevant applicable federal, state and City laws, rules and regulations;

work effectively to solve problems;
communicate clearly and concisely, both verbally and in writing;
evaluate complex financial data;
represent the City at a variety of professional associations; and
establish and maintain cooperative working relationships with those contacted in the course of work,
both internally and externally.

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 5/24

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INCREMENTS 32-200

PAY GRADE: 61

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