

ASSISTANT EMPLOYEE BENEFITS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: An Assistant Employee Benefits Administrator is responsible for professional assignments and tasks in the administration and compliance of the City's Employee Benefits Programs for employees, retirees, and their eligible family members. This function also has a specific emphasis on managing business user functions for the technology programs that support the City's eligibility and enrollment functions, vendor data interfaces, and benefits communications activities. Employee Benefit programs include multiple self-insured and fully insured health, welfare, and voluntary benefit programs. Health Care programs may include but are not limited to Medical, Behavioral Health, Prescription Drug, Dental, Vision Care, Employee Assistance, Flexible Spending Accounts, Stop-Loss Insurance programs, and Wellness programs. Welfare benefit programs may include but are not limited to Life Insurance, Accidental Death and Dismemberment Insurance, Business Travel Accident/Commuter Insurance, Short Term Disability Insurance, and Long-Term Disability Insurance. Voluntary benefit programs may include but are not limited to Legal/ID Protection Services and Pet Care Discount programs.

Duties include: designing and coordinating multi-media, technology based, benefits marketing and communications strategies and processes to educate employees, retirees, and dependents regarding City provided benefit programs; drafting or coordinating compliant benefit forms, reports, and correspondence to employees, dependents, retirees, vendors/contractors, and carriers; assisting in RFP development and renewal processes for selection and recommendation of competitive benefits contract awards; assisting with vendor and insurance contract administration and interpretation; leading or participating in vendor implementation projects; reviewing and authorizing all levels of benefits contract funding and payment in the absence of the Employee Benefits Administrator; managing third party administrators/carriers responsible for adjudicating self-insured healthcare plan claims and services; assisting with updating, revising, and interpreting the Employee Benefit Plan Document; managing and coordinating Medical/Prescription Drug Stop-Loss Insurance contract, operations, and vendor management, including facilitating any necessary data file transfers; resolving escalated issues regarding the requirements and provisions of benefit programs; resolving self-insurance claim discrepancies; oversight of third party appeals administration activities; participating or leading benefits related committee meetings and task forces (including but not limited to Employee Benefits Advisory Committee, Employee Benefits Task Force, and Self Insurance Trust Fund Board); providing lead supervision to one or more staff positions as may be assigned, including coordinating/conducting or supervising the activities of staff members assigned to provide various benefit program information and enrollment technology systems and databases; collaborating and/or leading staff, vendors, and other departments for open enrollment, vendor events, and wellness initiatives; maintaining benefit plan compliance reporting administration (federal, state, and local), including but not limited to HIPAA and PPACA/ACA 1095 reporting; and researching and analyzing national and local benefit trends and utilizing a data analytics platform from the City's contracted benefits consulting firm for City specific data and trends. Additional duties include: attending and facilitating presentations to employee groups and providing staff assistance to the Employee Benefits Advisory Committee and Employee Benefits Task Force. This classification performs related duties as required.

Distinguishing Features: An employee in this classification exercises considerable initiative with latitude for independent judgment. Technical decision-making is required in the areas of Plan Document interpretation, payment of benefits, coverage and authorization of health care program

services, certification of services, Employee Benefit Trust Fund management, Health Insurance Portability and Accountability Act (HIPAA) compliance, PPACA compliance and marketing, and communication of employee benefit programs. This class receives supervision from the Employee Benefits Administrator who reviews work through conferences, reports, and overall results obtained. This classification acts as the Employee Benefits Administrator in the absence of the Administrator. 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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Human Resources, Public or Business Administration, Finance, or related field. Considerable (3 - 5 years) professional experience involving a supervisory or management role in Employee Benefits Administration, Health/Wellness Administration, Public Health Administration, or related field. Good (1 - 3 years) of third-party vendor contract administration and implementation experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Human Resources, Public or Business Administration, Finance, or related field. Good (1 – 3 years) experience in budget and/or finance administration. Experience in benefit claims administration and human resources administration. World at Work certification as a Certified Benefits Professional (CBP) or equivalent certification as an Employee Benefits Specialist (CEBS). Application of advanced skills in business and office software programs, web design programs, and HR/Benefit/Payroll systems (HRM Advantage or equivalent).

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 and educates employees regarding benefits and options. Answers complex questions and handles complaints regarding insurance coverage. Communicates with the following: contracted vendors to ensure proper contract administration and resolve problems; utilization review firms for case clarification; and the Finance Division or Office of Management and Budget to provide financial and accounting data for reconciliation, forecasting, and annual budget preparation. Instructs and trains others regarding various benefit programs and services. Writes articles to inform employees of new programs and services, including but not limited to new hire and open enrollment events. Responds to personnel-related requests and inquiries, and explains technical statutes, policies, and procedures. Serves as a liaison with vendors, contractors, and consultants. Confers with legal counsel in compliance and contracting related

matters. Prepares program policies and procedures and reports on operations and activities. Composes summary reports related to benefit programs. Assists with staff recommendations and presentations to the Employee Benefits Advisory Committee, upper management, and/or the City Council. Establishes goals and prepares performance evaluations for direct reports.

Manual/Physical: Works with third party claims administrators to ensure conformance to standards and adherence to the Benefit Plan Document provisions. Recommends improvements and modifications to systems, processes, and procedures. Assembles data and documents and prepares reports. Enters data into a terminal or personal computer to access employee and history files, and prepare letters, memos, and reports. Attends meetings and serves on various committees. Acts as Employee Benefits Administrator in their absence.

Mental: Analyzes, develops, and implements programs, policies, and procedures. Assists with managing and monitoring all benefit programs for compliance with contracts and Employee Benefit Plan Document provisions. Assists with research and recommendations regarding the feasibility of new benefit programs and compliance initiatives to upper management staff. Assists Employee Benefits Administrator and works with consultants and purchasing personnel to design Request for Proposal documents, evaluate proposals, and make recommendations to management for contract awards. Designs and schedules program presentations and coordinates new hire and open-enrollment meetings and processes. Comprehends and interprets written documents such as the Employee Benefit Plan Document. Monitors legislation to ensure compliance with federal, state, county, and local laws. Identifies and resolves potential abuses of benefit claims. Analyzes complex financial data and other aspects of benefit plans and proposals to recommend alternatives. Assists with contract administration duties, including evaluating proposals; negotiating and recommending contract terms; evaluating performance; and ensuring compliance to contract agreements. 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:

a variety of employee and retiree benefit programs, contract compliance, claims processing and payment, resolution, program development, and presentation;
comprehensive employee benefit programs, including self-funded and flexible benefit programs;
Federal Government regulations including Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Privacy and Portability Act (HIPPA), Affordable Care Act (ACA and PPACA), and their ramifications;
City of Mesa benefit programs and eligibility provisions;
principles and practices of employee benefits administration;
research techniques;
advanced use of Microsoft Office products; and
basic web design applications for updating benefits webpage.

Ability to:

interpret and explain variety of computer-generated reports;
give effective small and large group presentations;
ensure detail oriented and quality work products;
analyze information, draw conclusions, make recommendations, and provide thoughtful and thorough analysis;
write clear and concise reports and develop descriptive materials for management review;
proficiently perform computerized word processing, comprehension, summarizing, and writing/editing;
work with highly sensitive and confidential employee benefit issues and perform complex, confidential, and sensitive assignments;
communicate effectively both orally and in writing;
explain complex programs in simple, non-technical language;
be responsive and customer service oriented;
research and develop solutions to complex benefits issues;
listen and communicate effectively with a diverse group of people;
handle multiple projects simultaneously and use good judgment in prioritizing work assignments; and
establish and maintain effective working relationships with City staff and the general public.

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.

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RM/sh

CS5184.DOCX

EEO-PROF

JOB FCTN-OFF

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 57

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N **(By Assignment)**

INCREMENTS 58-200