

TOWN OF WAYLAND POSITION DESCRIPTION

Title: Benefits Manager

Department: Finance

Appointing Authority: Town Administrator

Affiliation: Non-Union

Grade: N-4

Personnel Board Approved: 12/15/15

Summary of Duties

Professional and administrative work of in the administration, maintenance and processing of benefits, financial records, accounts, and transactions; performs all other related work as required.

Supervision Received

Works under the general supervision of the Finance Director. Performs highly responsible functions requiring the exercise of discretion and independent judgment and initiative to interpret guidelines and carry out assignments independently. Receives direction on non-routine matters as necessary.

Supervision Exercised

None

Job Environment

Work is performed under typical office conditions, with little exposure to occupational risks; has frequent interruptions due to employee and retiree inquiries.

Operates a personal computer and standard office equipment.

Makes frequent contact with employees, retirees, vendors and various organizations. Contacts are made in person, by telephone and through written correspondence regarding routine, technical and confidential information.

Has access to confidential employee benefit and medical information.

Errors could result in delay and loss of services, as well as significant financial loss.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Administers life, dental, Medicare and non-Medicare health insurance benefit plans to include retirees, Town employees, dependents and beneficiaries; in conjunction with the School's Human Resources Director, administers life, dental, Medicare and non-Medicare health insurance benefit plans for School employees, dependents and beneficiaries.

Works closely with the Assistant Town Administrator in the administration of a wide variety of insurance plans; assists with planning and projections of benefits.

Provides information and answers questions from town employees and retirees regarding coverage and benefit plan interpretation; conducts new employee benefit orientations; investigates employee and retiree queries regarding benefits-related matters; solves problems where possible; counsels employees and retirees individually as appropriate.

Enrolls, cancels or modifies employee and retiree insurance coverage as required and as appropriate within established guidelines and parameters; prepares correspondence for Town and School retirement systems regarding changes in retiree insurance status.

Administers the Town's Cafeteria Plan; processes and posts the Cafeteria Town Treasury Warrant, monitors contributions, provides reports to employees, reimburses employees, audits accounts, processes appropriate information and forms and forwards to Treasurer's Office, provides assistance with any issues or concerns employees may have regarding the Cafeteria Plan; coordinates annual open enrollment for Plan.

Maintains benefits database of employees and retirees; updates and edits information as needed; reviews for accuracy.

Works with the West Suburban Health Group's consultant as well health insurers on a wide variety of insurance issues; may attend Board meetings.

Works with the Assistant Town Administrator/HR Director in formulating changes to insurance plans; participates in developing strategy for collective bargaining proposals; serves on the Town's collective bargaining team for insurance related matters.

Assists in the preparation of the annual Unclassified Budget as it relates to insurance projections; process monthly insurance billings; tracks expenditures versus budgeted amounts; advises the Finance Director and Assistant Town Administrator/HR Director of variances.

Tracks required information and files related documentation relative to compliance with the Affordable Care Act.

Plans and oversees the Annual Benefits Fair; notifies insurance carriers, benefit vendors, employees and retirees; conducts annual open enrollment periods for employees and retirees.

Reviews, prepares correspondence, monitors and tracks Town employee leaves of absence; primary focus is FMLA leaves.

Performs general administrative duties within the Finance Office; composes a variety of correspondence and memoranda; prepares detailed financial reports; prepares special reports for the Finance Director and Assistant Town Administrator/HR Director requiring judgment as to content, accuracy, and completeness.

May perform back-up functions for accounting and payroll operations within the Finance Office.

Performs similar or related duties as directed, required or as situation dictates.

Recommended Minimum Qualifications

Education:

Associate's Degree in a related field of endeavor.

Experience:

Over 5 years of experience working with insurance plans, employee benefits, or related field; experience in a municipal setting is strongly preferred.

Substitutions:

Additional years of relevant experience may be substituted for the degree requirement on a year for year basis.

Licenses/Certificates:

None

Knowledge, Abilities and Skills:

Thorough knowledge of benefits administration with an emphasis on group health insurance plans.

Working knowledge of insurance organizations and institutions relevant to the administration of benefit plans.

Knowledge and experience with the personnel and employee benefit policies.

Knowledge of standard office practices, procedures and equipment.

Knowledge of standard bookkeeping, accounting practices and account maintenance in support of the department; ability to prepare reports and correspondence.

Knowledge and ability to employ records management practices.

User knowledge of personal computers and Windows-based programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to maintain accurate and detailed records.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to coordinate functions.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public.

Good communication skills; ability to communicate effectively.

Ability to read and interpret pertinent plan documents along with federal and state laws, rules and regulations relating to benefits administration.

Ability to maintain confidentiality of information and handle sensitive issues discreetly.

Excellent administrative skills.

Excellent customer service skills.

Physical Requirements

Minimal physical effort required in performing duties under typical office conditions. Ability to operate a keyboard and calculator at efficient speed and view computer screens for extended periods of time. Specific vision requirements include close vision and the ability to adjust focus. Ability to sit, stand, walk and hear.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.