HUMAN RESOURCES MANAGER - BENEFITS

DEFINITION

Under general direction of the Human Resources/Labor Relations Director, plans, coordinates and manages the County employee/retiree benefit programs including the design, implementation and evaluation of medical, dental, vision and life insurance, as well as supplemental benefit programs including retirement savings programs, flexible spending accounts, health savings accounts and employee assistance programs; conducts sensitive and in-depth analytical reviews; coordinates and facilitates health plan labor negotiations, employee benefit education and process improvement activities to create sustainable benefit programs administered in accordance with best practice methodologies; performs all related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor’s degree from an accredited college or university with a major in human resources management, business administration or closely related field AND five years full-time professional level work in human resources working with benefit programs governed by state and federal regulations with at least two years in a supervisory capacity; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver’s license is required at time of application.

SUPERVISION EXERCISED

Exercises direct supervision over professional and support staff.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Provide strategic direction (under senior leadership guidance) and oversight of employee/retiree health benefit and supplemental benefit programs including medical, dental, vision, life insurance, wellness initiatives, employee assistance program and deferred compensation plans to ensure integrity and compliance. Oversee the budget for the Health Benefits fund with direction and support from the Comptroller’s Office.

Partner with insurance broker; benefit vendors, local business coalition/group on health and service providers to coordinate benefit plan design, administration and contracting activities. Manage multiple vendor relationships to ensure compliance with governmental regulations, high level of customer service to employees and retirees, and performance and compliance with the provisions of their contracts.

Research, analyze and make recommendations on new, existing and proposed programs for County employees/retirees to identify the most appropriate sustainable benefit programs and to identify costs or projected savings; roll-out of new programs including communication, education and coordination with appropriate staff or partners.
Serve as plan administrator for deferred compensation plans working specifically with the Deferred Compensation Committee including the negotiation of contracts with consultants and third party administrators, managing committee meetings, providing agendas and minutes, implementing plan changes and developing additional plan/program offerings as well as ensuring compliance with applicable laws and regulations.

Oversee all communication with employees/retirees concerning benefit issues including all benefit plan open enrollment periods and education on new or existing programs; evaluate and respond to communications from employees/retirees, County administration officers, consultants and vendors.

Evaluate use of technology and implement technology-based efficiencies in the benefit program in coordination with technology services process improvements in reporting, bill processing and plan enrollment.

Conduct monthly informational/educational meetings with the Insurance Negotiating Committee (INC); manage the annual employee benefit negotiation process with bargaining units; work with health benefit partners including insurance broker in providing plan design options and alternative health plans including cost analysis and disruption reporting. If approval for health program changes is unsuccessful, responsible for coordinating the binding interest resolution and mediation process for the Assistant County Manager and/or Human Resources/Labor Relations Director.

Supervise assigned staff, which includes participation in staff selection; providing training and development in proper work methods and techniques; assigning and reviewing work; conducting performance evaluations; implementing discipline and conflict resolution procedures when necessary; support staff with business process improvement efforts including technology projects; assist staff with complex issues that arise.

Manage the implementation and ongoing maintenance of benefit guidelines and procedures that will support the goals and objectives of the employee/retiree benefit program; review and recommend improvements in work methods, techniques, systems and equipment; develop, recommend and implement organizational or procedural changes affecting program activities to facilitate decision making and effective operations.

Analyze and evaluate legislation, government codes, ordinances and other regulations to determine impact on various programs and take appropriate action if applicable.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**
Departmental policies, practices and procedures, including protocol.

Federal, state and county laws, regulations and ordinances applicable to health, retirement, deferred compensation, flexible spending and related benefit programs including ERISA, DOL and IRS requirements.

Technical elements involved in Human Resources with specific functional expertise in benefit design and administration including strategic management of benefit programs as directed by senior management.

County benefits or deferred compensation policies and procedures, rules and regulations used in processing benefits, claims and payments.

**Ability to:**
Evaluate proposed legislation affecting benefits, deferred compensation and other programs and ensure that the Washoe County plans and programs are in compliance with federal and state regulations.
Provide oversight and serve as plan administrator for deferred compensation program working specifically with the Deferred Compensation Committee.

Develop operational goals and guidelines for benefits and program administration; make recommendations regarding selection of providers, program offerings and program changes.

Maintain oversight of the retirement process for employees coordinating information and implementation of retirement benefits to include provider counseling and benefit analysis.

Inform and advise management on trends, cost/benefit analysis and risk identification as it relates to employee benefit programs.

Facilitate, organize and meet timelines regarding the health insurance negotiation meetings with bargaining units.

Manage complex and diverse projects including extensive/long term projects requiring advanced research and analytical skills.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)*

**Knowledge of:**
Federal laws pertaining to personnel management such as affirmative action, sexual harassment, discrimination, Fair Labor Standards Act, American Disabilities Act, Family Leave Act and Equal Employment Opportunity.

Principles and practices of management, organization, supervision and training.

Comprehensive medical, dental, vision, life and supplemental benefits such as flexible spending programs, health savings accounts, wellness programs, deferred compensation plans, employee assistance programs, etc.

Contract preparation, negotiation and monitoring.

Budget preparation and control.

**Ability to:**
Analyze claim trends in group programs and prepare cost studies.

Manage relationships with providers, brokers and vendors.

Select, supervise, lead, develop and evaluate assigned staff.

Collect and analyze data for the use in formulating negotiations proposals.

Conduct surveys and analyze data concerning prevailing practices to compare competitiveness of benefit plans and best practices.

Effectively represent Human Resources to other departments, agencies, employees, retirees and staff members.

Provide coaching, facilitation, presentation, communication, process improvement, strategic and tactical analysis and problem-solving services to departments, employees and other business partners.

Communicate clearly and concisely both orally and in writing and make effective presentations in front of groups.
Establish and maintain cooperative working relationships with those contacted during the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use computers, telephones, printers and copiers.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*