

**CITY OF COCONUT CREEK
JOB DESCRIPTION**

JOB TITLE: Benefits Program Manager
DEPARTMENT: Human Resources
FLSA STATUS: Exempt

GENERAL PURPOSE:

Performs intermediate-level professional human resources and risk management duties related to the day-to-day administration of the City's Employee Benefits Program. Works independently under general supervision and receives technical guidance on unusual or complex issues.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs various tasks related to the administration of employee benefits programs including, but not limited to health insurance, life and disability insurance, health savings accounts, education reimbursement, retirement/pension, leave, compensation-based benefits, and work/life balance benefits
- Prepares and conducts benefits orientation and assists employees/retirees via phone, email and in-person with benefits enrollments, terminations, problems, changes, and general questions
- Processes benefits requests, eligibility determinations, and enrollments
- Reconciles and prepares payments for related bills; enters purchasing requisitions or check requests; prepares bills for retirees
- Researches, recommends, and/or implements new or revised benefits programs
- Assists in the review and renewal of insurance contracts
- Coordinates annual Open Enrollment, including preparing schedule, form updates, notifications for employees, retirees, and COBRA members, and auditing entries and selections
- Calculates longevity pay, leave payments, cost-of-living adjustments and other compensation-based benefits
- Administers Human Resources Information Systems related to benefits administration and leave accruals, such as benefits enrollment/maintenance software, payroll deduction software, internet/intranet, and reporting software, including communicating with software vendors, creating/maintaining benefits-related site content, making system entries, and creating/running reports

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- Designs, develops and distributes communication tools to enhance employees' understanding of the City's benefits packages; maintains the Benefits/Retirement pages on intranet (Coconet)
- Conducts exit interviews for separating employees
- Conducts pre-retirement meetings with employees providing assistance with necessary paperwork to enable transition into retirement
- Completes special projects related to HR, including but not limited to benefits and compensation surveys/studies, and cost analyses in support of collective bargaining, compensation and benefits administration
- Performs HR customer services functions by addressing day-to-day requests and questions of managers, employees, and applicants
- Explains City HR policies, procedures, and benefits to employees or job applicants
- Assists in monitoring departmental budget, researches information necessary to assist with budget preparation and recommendations, and makes purchases
- Reconciles, audits, prepares, and/or submits various reports
- Maintains manager and employee confidence by keeping human resources information and employee benefit information confidential
- Performs administrative aspects related to employee benefit records; makes entries in various software programs
- Coordinates lunch & learns, seminars, training and development activities for employees
- Assists in coordinating or coordinates annual HR events, such as Open Enrollment or the Wellness Fair
- Researches and stays abreast of employment laws and legislation related to employee benefits programs; recommends and implements related changes as necessary
- Completes reports, surveys, and projects as assigned
- Performs other duties as assigned and/or required

MINIMUM QUALIFICATIONS:

Bachelor's degree in human resources or related discipline supplemented by a minimum of four (4) years of experience in a professional human resources position that includes benefits administration; equivalent combination of education, certification, training, and/or experience may be considered.

Professional Human Resources (PHR) or other recognized HR Certification(s) is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of federal, state, and local employment laws including Florida Sunshine Law
- Knowledge of human resources practices related to recruitment and selection, employee compensation and benefits, employee training and payroll

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- Advanced knowledge of Microsoft Office products (Word, Outlook, PowerPoint, and Excel)
- Knowledge of office practices and procedures
- Skill in dealing tactfully and professionally with internal and external customers, including distraught, discourteous or irritated customers
- Skill in using logic and reasoning to identify solutions and approaches to basic situations and problems
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to read and interpret legislation, municipal codes and bargaining agreements
- Ability to perform intermediate mathematical calculations
- Ability to organize and prioritize work, as well as to balance business needs, employee needs, and business risk
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to maintain a high level of confidentiality of human resources information
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to quickly and independently learn new software
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife/vermin/insects, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date