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|--------------------------------|------------------------------------------|
| <b>Job Title</b>               | HR Operations and Benefits Administrator |
| <b>Department</b>              | Human Resources                          |
| <b>Employment Status</b>       | Full-Time                                |
| <b>Exempt/Nonexempt Status</b> | Exempt                                   |

## Scope of Work

Under direction of the Assistant Director of Human Resources, the HR Operations and Benefits Administrator provides professional staff support to the Human Resources Department and performs professional and administrative duties related to operational functions within the department, employee/retiree benefit programs, personnel policies, procedures and collective bargaining agreements, classification and compensation plans, preparation for annual and special Town Meetings; and management of office staff, including customer service

## Supervision

|                  |                                       |
|------------------|---------------------------------------|
| <b>Received</b>  | Assistant Director of Human Resources |
| <b>Exercised</b> | None                                  |

## Essential Job Functions

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.*

### General Duties:

- Gathers data and provides input to budget process as it pertains to the Human Resources, benefits administration and Workers Compensation budgets.
- Counsel and assist internal customers including department managers, supervisors and staff on Town benefit procedures; research new benefits programs; monitor benefit expenses compared to appropriation, etc.
- Provides assistance to external customers of the department, including members of the public, staff of the Town, board and committee members, consultants, attorneys, etc. explanation of specific questions and problems related to benefit coverages, costs, options, deductibles, billing, etc.
- Provides professional staff assistance to the Assistant Director of Human Resources and participates in special projects, both internal and contracted. Transmits information, direction and requests of Assistant Director of Human Resources to department managers and staff; explains requests and priorities; receives and reviews responses and requests additional information or clarification where needed; and seeks to resolve issues independently.
- Coordinates administrative activities of the Employee Insurance Advisory Committee (EIAC).
- Develop, recommend and implement new policies, procedures, resources and/or office systems to improve the efficiency of the Human Resources Department.
- Attends training, seminars and courses to keep up to date in the benefits and human resources field.

#### Benefits Administration:

- Administers various benefit programs including health, dental, flexible spending, life and supplemental insurance programs for all town and school employees, and eligible retirees.
- Explains benefit plans to new hires; assists employees, retirees and dependents with insurance enrollments, terminations, and changes; counsels and helps employees, retirees and dependents resolve problems and claim benefits; interpreting and educating subscribers on qualifying events, basic plan features, and plan costs.
- Processes enrollments, changes and terminations including collection of proper documentation, ensuring eligibility, submitting materials to insurance companies, and entering benefit deductions into Town and retirement payroll systems.
- Calculates, collects and deposits payments from employees and retirees as they arise throughout the year for non-deducted benefits due to unpaid leaves, or insufficient payroll allowances. Collaborating with the School Department Human Resources and Payroll to keep track of on-going unpaid leaves.
- Processes and reconciles monthly insurance invoices and prepares deposits that require a range of administrative functions including but not limited to reconciling account lists with payments and deposits. May require resolving billing, cancellation, or changes of coverage problems with the insurance carriers and follows up on non-payments from employees and retirees.
- Maintains accurate and up-to-date subscriber lists, maintains benefits enrollment records including but not limited to filing enrollment correspondence, scheduling and performing regular audits.
- Plans and coordinates all benefits events including open enrollment fairs for two different plan years (Fiscal and Calendar Year); includes booking space, contacting health plan representatives, developing marketing materials, ensuring effective communication to subscribers, collection and submission of materials, entering changes in payroll.
- Ensures information is disseminated to eligible beneficiaries of COBRA benefits.
- Ensures compliance with federal, state and local government laws as they pertain to employee/retiree benefits; prepares required documents and reports; maintains records of the same
- Coordinates wellness activities including administering programs offered by the West Suburban Health Group or others, town utilization of the Employee Assistance Program
- Reviews, monitors and tracks employee leaves of absence with primary focus on Family Medical Leave Act (FMLA) which includes reviewing requests, determining qualification and preparing correspondence.
- Town liaison for unemployment information requests from third party administrator. Gathering data from departments, ensuring timely reporting of information.

#### Workers Compensation/Public Safety Injured-on-Duty Administration:

- Administers and coordinates Workers' Compensation program including working with third party administrator (TPA), tracks injuries for time lost, medical treatment received, and compensation paid to ensure compliance with all laws and regulations.
- Supervises individual cases and serves as liaison between town departments and workers compensation TPA and makes recommendations on plan of care.
- Attends Workers' Compensation review meetings and provides background information on individual claims. Coordinates the Injury on Duty Program for fire and police, monitors completion of forms, treatment and payments to ensure compliance with Town policies and procedures.
- Working with the departments, unions, management and employees to develop safety policies and procedures and to maintain a safe, secure, productive and positive work environment.
- Administers and coordinates the Accidental Disability Retirement medical payment program.

- Provides administrative support to the medical panel, schedules meetings, compiles and reviews bills, reviews appropriateness of payments, seeks appropriate treatment for retirees, and negotiates fees and treatment plans with physicians.

### Other Job Functions

- Performs related duties as assigned.

### Requirements of Work

The following requirements **may be substituted by any equivalent combination of education, training and experience which provides the necessary knowledge, skills, and abilities to perform the job:**

Graduation from a college or university with a Bachelor's Degree in Human Resources Management, Business Management, Public Administration, or related field, supplemented by at least 4 years of experience in human resources or progressively responsible experience in a related field preferably in a local or state government setting, including supervisory experience, either direct or functional.

### Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge of</b> | <ul style="list-style-type: none"> <li>• Microsoft Office Suite with proficiency in Excel.</li> <li>• Essential working knowledge benefits administration, FMLA and Workers Compensation up to and including current knowledge of relevant federal and state laws; Basic knowledge of standard bookkeeping or accounting practices and account maintenance; ability to prepare reports and correspondence.</li> <li>• Department policies and procedures.</li> <li>• Federal and State labor and employment laws; workers' compensation laws, claims management practices; knowledge of OSHA laws and risk management practices; unemployment benefits.</li> <li>• The use of standard office equipment, including computers and relevant software programs.</li> </ul> |
| <b>Ability to</b>   | <ul style="list-style-type: none"> <li>• Multi-task and prioritize work.</li> <li>• Deal with highly sensitive and confidential information within the bounds of the law and maintain confidentiality, professional courtesy and discretion.</li> <li>• Communicate effectively both verbally and in writing.</li> <li>• Prepare complex correspondence and reports and to perform detailed work accurately and effectively.</li> <li>• Establish and maintain effective working relationships with elected officials, supervisors, coworkers, retirees, contractors, vendors, and the general public.</li> </ul>                                                                                                                                                       |
| <b>Skill in</b>     | <ul style="list-style-type: none"> <li>• Benefits administration.</li> <li>• Budget development support.</li> <li>• Strategic thinking and decision making.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

### Necessary Special Requirements

Independent Action:

- Prioritizes numerous and complicated tasks to achieve completion within prescribed or required deadlines while functioning with the general departmental/town policies. Refers specific matters to the Assistant Director of Human Resources when unique situations occur that require clarification, interpretation or exception to policy or law.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.

*Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer*