

EMPLOYEE BENEFITS ADMINISTRATOR

FUNCTION OF THE JOB

Under direction, to perform advanced level professional work in planning, developing, analyzing, and evaluating employee and retiree benefit programs; supervise Human Resources Benefits Assistants; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Researches, analyzes, designs, implements, modifies, and manages comprehensive employee and retiree benefit programs and makes recommendations concerning the modification, elimination or development of collectively bargained and non-represented employee and retiree benefits.
2. Prepares detailed benefit specifications; solicits proposals for coverage; evaluates proposals; coordinates the selection of vendors; negotiates with providers to obtain adequate and cost-effective plans; develops plan documents and contracts and monitors vendor performance.
3. Develops and implements comprehensive written policies and procedures concerning the operation and administration of the County's benefit programs.
4. Develops and maintains detailed records and reports; including benefit experience and utilization analyses; and conducts data analyses of claims to identify trends and problems.
5. Participates in the management, development, and implementation of the shared on-site employee medical clinic through evaluation of services, costs, contract vendor, consultants, and wellness programs delivered through on-site clinic.
6. Serves as the Human Resources Health Care Component Privacy Coordinator; responsible for development, implementation, and oversight of policies, procedures, and activities pertaining to compliance with HIPAA Privacy and Breach of Unsecured Protected Health Information Rule Regulations within the Human Resources Division in its roles as a Group Health Plan and throughout the organization as applicable to the Human Resources Division's role and responsibilities as a Business Associate-Like Component; investigates and reports privacy efforts, non-routine, and significant incident investigations to the Privacy Officer in a timely manner.
7. Selects, plans, assigns, trains, orients, supervises, and evaluates the work of Human Resources Benefits Assistants; handles any personnel problems.
8. Provides oversight and direction to Human Resources Benefits Assistants responsible for assisting employees and retirees with benefit programs.
9. Manages, monitors, reviews, and updates existing employee and retiree benefit programs including annual open enrollment process, policies and procedures and vendor/insurance contracts, plan documents, plan member notifications to ensure compliance with various federal, state, and local laws, regulations, and legal decisions.
10. Develops, modifies, and maintains systems for enrolling and orienting newly hired employees and advising employees of changing information in the benefit programs.
11. Develops, modifies, and maintains systems for enrolling retirees and advising retirees of changing information in the retiree benefit programs.
12. Coordinates, plans, and oversees FMLA and non-FMLA leave of absence requests related to the birth or adoption of a child.
13. Participates as team lead for benefit function relating to HRIS, Time & Attendance, and/or ERP/HCM systems during vendor selection, implementation, and administration; serves as member of core team for planning, configuration, testing, conversion, and interface work.
14. Acts as liaison between benefit providers and County employees and retirees to interpret benefit provisions, process adjustments, and to expedite any problems in receiving benefits.
15. Develops and monitors processes for adjusting employee benefits upon termination of employment.
16. Develops and administers the processes to monitor insurance billings, payments, enrollment, membership, audit, COBRA, and retiree insurance systems in conjunction with the payroll and accounting, and human resources systems.
17. Reviews, analyzes and interprets industry trends and pending state and federal legislation regarding benefit plans in order to determine necessary changes to the County's benefit programs, policies, and procedures.
18. Interacts with elected officials, committees, and policy makers regarding changes in the benefit programs; presents recommendations to various boards, committees, commissions; and serves as a representative of the department to professional groups, community agencies, and the public.
19. Facilitates and coordinates employee committees, focus groups, and project teams on issues associated with the benefit functions.
20. Contributes to the Countywide employee newsletter; participates in the County-wide communications group by providing human resources and benefits related information and completing special projects.
21. Develops and implements employee education and marketing materials on benefits wellness programming, and onsite medical clinic.

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CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

22. Provides support to the County's bargaining team; assists in the development and recommendation of collective bargaining proposals relating to employee benefits; and assists in the development of benefit information for interest and grievance arbitration matters.
23. Develops and oversees a comprehensive wellness program which includes an onsite medical clinic, health risk assessment program, financial wellness program, and mindfulness program.
24. Establishes and maintains effective working relationships with employees, departments, County Executive, County Board, vendors, consultants, other government agencies, and the public.
25. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of modern principles and practices of employee benefit and wellness program content, design, administration, and industry practices.
2. Thorough knowledge of the policies and procedures used in the various employee benefit and retiree programs available to employees in Waukesha County.
3. Comprehensive knowledge of federal and state laws, administrative regulations, and procedures regarding the development and administration of employee and retiree benefit programs.
4. Considerable knowledge of modern principles and practices of human resources, business administration, and insurance management.
5. Considerable knowledge of computerized department program software, internet access, and database, spreadsheet, and word processing programs.
6. Considerable knowledge of human resources information systems.
7. Working knowledge of contract law, insurance underwriting, and actuarial practices.
8. Ability to develop, implement, and administer employee and retiree benefit programs and to evaluate their effectiveness.
9. Ability to analyze, evaluate, and make recommendations regarding the creation, elimination, or modification of employee and retiree benefit plans.
10. Ability to research and analyze complex information; organize data; evaluate alternatives; and make appropriate recommendations.
11. Ability to stay aware of new or emerging wellness and mental health programs.
12. Ability to maintain accurate and detailed records and prepare and present comprehensive reports and recommendations.
13. Ability to utilize word processing, database, and spreadsheet programs.
14. Ability to think creatively for developing, designing, or creating new programs, communications, systems, or relationships.
15. Ability to plan and manage projects and to plan, organize, and direct the work of others.
16. Ability to communicate effectively both verbally and in writing, and to present ideas and concepts to individuals, boards, and committees.
17. Ability to establish and maintain effective working relationships with employees, departments, County Executive, County Board, vendors, consultants, other government agencies, and the public.
18. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business or public administration, industrial or labor relations, human resources management or a closely related field.
2. Three (3) years of progressively responsible work experience in the administration of comprehensive employee and retiree benefits and wellness programs, preferably in the public sector.
3. A master's degree from a recognized college or university in an area listed above may be substituted for one (1) year of the work experience requirement.