



BENEFITS COORDINATOR II

JOB DESCRIPTION

Department: Executive	Division: Human Resources
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Human Resources Manager	Union: Non-Bargaining Unit

JOB SUMMARY

The purpose of this classification is to administer, coordinate and communicate the City's comprehensive program of employee benefits and services, including insurance plans for medical, dental and vision care, retirement preparation and coordination with the Illinois Municipal Retirement Fund (IMRF), Worker's Compensation program, group life and long-term disability insurances, deferred compensation, and the City's Benefits Cafeteria Plan; to participate in special projects and research related to both the employee benefits function and to Human Resources Division operations; and to perform related work as assigned.

Coordinates the communication and administration of employee benefits, answers phones; greets and assists applicants and visitors of the Human Resources Office; completes and forwards paperwork for benefit and payroll changes; coordinates Worker's Compensation and Safety program; serves as Executive Department Payroll Clerk. Plays an integral role in helping employees understand the City's benefits.

Distinguishing Characteristics

This is an advanced professional human resources classification which has responsibility for all facets of employee benefits administration for both active and retired employees. Successful performance of the work requires analytical skills, the ability to work independently as well as the ability to interface with a variety of employees and benefit service providers. This class is distinguished from the Assistant Human Resources Manager class in that the responsibilities are normally specifically related to the benefits function rather than to generalist human resources administration and support.

ESSENTIAL FUNCTIONS

A. EMPLOYEE ORIENTATION

- Coordinates new employee orientation program, including policy and procedure orientation, benefit enrollment and explaining City policies and Staff Goals, promote interdepartmental teamwork, and encourage safety-consciousness.

- Addresses benefit concerns of applicants throughout the selection process.
- Follows up with departments to ensure all hiring documentation is submitted to Human Resources.
- In cooperation with other staff members, processes new employees and works with Payroll to ensure all necessary pay and benefit paperwork is received.

B. EMPLOYEE BENEFIT ADMINISTRATION

- Manages the communication and administration of employee benefits. In conjunction with Finance, works to ensure legal compliance within the City's employee benefit programs, including deferred compensation; retirement health savings (RHS); health, dental, life insurance plans; retiree insurance, COBRA, HIPAA, ACA, Section 125 benefits, and IMRF. Makes recommendations concerning benefits and cost containment.
- Administers and coordinates employee medical, dental and vision insurance plans; confers with service providers and/or staff of third-party administrators; interprets plan policy and procedural requirements, coverage documents, responds to employee questions and complaints, and attempts to mediate benefit problems.
- Administers and coordinates group life, accidental death and dismemberment, and short- and long-term disability programs, including researching problems and handling appeals.
- Coordinates various specialized benefits programs, such as deferred compensation, cafeteria payments and leave processes, such as leave of absence, family medical leave, voluntary time off and benefits continuation during such leaves.
- Monitors employee benefit costs; makes recommendations regarding plan design and cost containment; monitors changes in laws and/or contracts and their impact upon City benefit administration; provides for the dissemination of benefit plan information and changes to employees and retirees; participates in employee orientation sessions.
- Manages annual open enrollment and benefit fair; reviews and authorizes mid year benefit changes in accordance with applicable laws.
- Coordinates the health insurance waiver program for eligible employees annually.
- Reviews unemployment insurance claims filed against the City to determine claimant's eligibility; initiates challenges of unworthy claims and protests all unwarranted claims through the appropriate appeals process. Reviews unemployment insurance billings to ensure proper billing and confirms eligibility.
- Coordinates Worker's Compensation and Safety program in concert with City Comptroller. Reviews all injury reports and the related medical recommendations. Works with medical providers and supervisors to assist with the timely and safe return of employees to modified and full duties. Coordinates actions with CCMSI (administrator) to ensure that proper services and benefits are provided to employees. Enters all City injury reports on ICE System through CCMSI. Serves on the City's Safety Committee as Secretary. Works with managers and the CAO Mayor to maintain safe practices, protect employees, provide incentives, and manage and limit costs.
- Coordinates the Illinois Municipal Retirement Fund program for eligible City, Library, and Township employees. Advises employees regarding IMRF benefits and application procedures.
- Enroll new ICMA enrollees electronically in EZ Link to avoid fees being assessed to the City for administration of program.
- Assists Assistant Human Resources Manager in administering typing tests
- Confers with Human Resources Manager in the selection and implementation of City benefits.

- Processes employee life and health insurance applications and modifications; coordinates same with Finance Department and insurance companies.
- Enters all Life, Disability and Vision enrollments and changes on Met Life website for City and Library employees.
- ~~Performs new employee orientations in the absence of the Assistant Human Resources Manager and exit interviews in the absence of the Human Resources Manager~~
- Monitors departmental performance appraisal activities to ensure timely employee evaluation.
- Reviews all requests for FMLA and military leave and advises supervisors of applicable laws.
- Conducts Exit Interviews with separating employees, advising employees of options as it relates to insurance benefits and pensions.
- Calculates appropriate payouts related to separated employees as defined by City Personnel Policy and Procedures manual including RHS contributions and pension service credit.

C. Other Functions

- Coordinates all aspects of annual Employee Recognition Program including calculating and coordinating monetary awards with Accounting; sending out invitations to those being recognized for years of service and Annual Safety Award; purchasing gifts (i.e., years of service mugs and other recognition tokens) and preparing recognition certificates.
- ~~Maintain and update City phone directory and other requested reports as needed.~~
- Assists with Civil Service testing processes as required.
- Serve as Executive Department Payroll Clerk by receiving, entering data and verifying biweekly time records of Executive Department employees which includes Information Technology employees while complying with employment laws and benefit administration.
- Coordinates City's drug and alcohol testing program in compliance with DOT requirements. Coordinates and manages record program for all drug and alcohol testing (pre-employment, random, reasonable suspicion, return to duty, and follow-up) drug.
- Responds to requests from applicants requesting job applications and maintain mailing lists for specific positions. Assists Asst. Human Resources Manager with tracking applicants and maintaining statistical information on recruitment.
- Establishes and maintains filing systems for the Human Resources Office, i.e. employment records, personnel/payroll files, benefit forms, correspondence, applications, registers, test files, etc.
- Responds to requests from visitors of the Human Resources Office and from persons over the phone requesting information in regards to insurance specifications and rates, vacation and sick accruals and usage, current job vacancies, eligibility registers, benefit changes, etc.
- Answers requests by phone, fax or mail.
- Receives and refers telephone calls, transfers calls to voice mail, takes messages, and directs visitors of the Human Resources Office to appropriate Departments or Divisions for further assistance
- Receives and refers telephone calls, transfers calls to voice mail, and takes messages for the Executive Department during the noon hours and other various times during the day, i.e. break times; serves as the "voice mail operator" by answering calls that come through on the Pool Line on Human Resources' phone when a call gets lost in the voice mail system.

- Opens, sorts, dates, and distributes incoming mail for the Human Resources Division.
- Compiles employment and payroll data and types reports, including forms for Public Aid and Social Security.
- Responds to oral and written employment verification requests.
- Establishes and maintains database of Personnel Action Request Forms (PARFS), including hires, discharges, transfers, status changes, and wage changes
- Provides data to Assistant Human Resources Manager for the Human Resources Division's Quarterly and Annual Reports
- Coordinates and evaluates the effectiveness of the employee performance appraisal/evaluation program to ensure its validity, effectiveness, and credibility.
- Forwards Credit Union deduction requests to the Finance Department
- Maintains and orders office supplies and equipment for the Human Resources Division
- Types, prepares, and schedules pictures for employee identification cards
- Performs other related duties as assigned

JOB REQUIREMENTS

Education & Experience

- Knowledge and abilities typically acquired through graduation from high school supplemented by additional course work in office practices and procedures.
- ~~Two (2) years of work experience in a standard office setting.~~ Five (5) years of experience in a field related to Benefits.

Knowledge of:

- Applicable laws, regulations and policies.
- Computer applications related to the work.
- Standard office practices and procedures including filing and the operation of standard office equipment.
- Record keeping principles and practices.
- Business arithmetic and statistical analysis techniques.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with employees, retirees and benefit provider representatives and contractors, in person and over the telephone.
- Principles and practices of employee benefit provision, with an emphasis of current insurance industry practices and programs.
- City policies/procedures.

Skills:

- Oral and written communication.
- Handling hostile, conflict, and uncertain situations.

- Handling multiple tasks and prioritizing.
- Strong organizational skills.
- Proficient knowledge of the Microsoft Office Suite, especially Word, Excel, Access and Outlook.

Ability to:

- Administer and coordinate a comprehensive employee benefit program, while balancing the needs of the City, employees and retirees.
- Interpret, apply and explain applicable laws, codes, regulations, policies and procedures.
- Administer, monitor and negotiate contracts with benefit providers, insurance carriers, third-party administrators and consultants.
- Prepare clear and concise reports, correspondence, procedures and other written materials.
- Compile, summarize and maintain accurate records and files.
- Make accurate arithmetic, statistical and budgetary calculations.
- Accurately type sixty (60) words per minute.
- Operate standard office equipment, including a personal computer.
- Use software to maintain records, complete analyses, meet operational needs, and to conduct and present statistical analysis of labor, testing, and salary data.
- Work with confidential information.
- Consistently meet daily, weekly and monthly deadlines.
- Establish and maintain good working relationships with other City employees and the public.
- Work with frequent interruptions and changes in priorities.
- Use initiative, independent judgment and problem solving within established procedural guidelines.
- Deal successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, including represent the City successfully in meetings with representatives of other agencies.
- Effectively communicate with people in potentially stressful situations.

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.

~~**JOB REQUIREMENTS:**~~

~~**KNOWLEDGE, SKILLS AND ABILITIES:**~~

- ~~Ability to accurately type sixty (60) words per minute on an electric typewriter or personal computer keyboard~~
- ~~Ability to prepare and edit MS Word documents and MS Excel spreadsheets, ability in the use of~~

~~MS Access to maintain records, complete analyses, and meet operational needs; and ability to conduct and present statistical analysis of labor, testing, and salary data.~~

RESPONSIBLE FOR:

- Communication and administration of employee benefits
- Reception and referral of persons contacting the Human Resources Division by phone or by visiting the office
- Maintenance of personnel files, records disposal and scanning
- New employee orientation by Human Resources Office.
- Exit interviews for separating employees and calculation of benefit payouts and pension service credit.

CONTACTS:

- Regular contact with medical providers, insurance brokers, and vendors who provide human resource and benefit services (Resolutions-EAP, CCMSI-Workers Compensation administration, Benefit Planning-Section 125 administration, etc.)
- Regular contact with City job applicants
- Regular contact with insurance company staff to verify information regarding enrollment
- Regular contact with other departments
- Regular contact with other city employees

WORK ENVIRONMENT:

- Standard office setting.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

SPECIAL EFFORT REQUIRED:

- ~~Works with confidential information.~~

Prepared By: _____
Signature Date

Approved By: _____
Department Head Date

Approved By: _____
Human Resources Manager Date

Reviewed By: _____
Human Relations Officer Date

Approved By: _____
Civil Service Commission Date

Class Specification History

New class:

General revision:

Revised minimum qualifications:

Revised definition, minimum qualifications, and add distinguishing characteristics:

Revised minimum qualifications:

Revised definition and distinguishing characteristics:

New class code:

For HR/Finance Use

Title Code	Pay Grade <u>38</u>
EEO Category 2-Professional	