

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB434 Benefits Program Manager
<b>POSITION #/TITLE:</b> 1123 Benefits Program Manager	<b>Adopted:</b> 08-08
	<b>Revised:</b> 02-16

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Human Resources	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 11 12 with certification
<b>Reports To Position #/Job Code #/JC Title:</b> 1212/NB214/Human Resources Director	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and Health screening after contingent offer.	<b>Position Testing:</b> Word; Excel; PowerPoint; Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Plans, develops, evaluates, and administers a wide variety of professional and technical duties in administration of human resources programs, with an emphasis on employee benefits. Performs related work as required.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgement and initiative. Serves as Human Resources Director in his/her absence, or represents Human Resources Director as assigned.

<b>Examples of Essential Work (Illustrative Only)</b>
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Plans, develops, evaluates, and administers employee benefit programs;  
 Oversees the City's deferred compensation program, including working with providers and employees and coordinating with Finance staff;  
 Oversees continuation of insurance coverage under COBRA and Retiree Health program to former City employees and qualified beneficiaries;  
 Prepares benefit contracts in cooperation with Purchasing Services Division and Contract Manager;  
 Oversees contract administration for all City benefits;  
 Mediates between benefit providers and employees, such as by assisting in handling employees' benefit-related questions or taking suggestions;  
 Ensures compliance with benefit laws and regulations (i.e. COBRA, Medicare, military leave, City policies, etc.);  
 Acts as liaison to third party administrators and other vendors;  
 Oversees completion of manual and electronic membership enrollment, membership changes, event changes, etc.;  
 Oversees completion of monthly reconciliation of membership data between vendor records and internal records;  
 Oversees monthly invoicing process for COBRA and/or Retiree health, COBRA dental, life insurance and EAP premiums;

Coordinates, plans and assigns benefit work to HR Specialists;  
 Conducts exit appointments with terminating employees to complete benefits processing and exit interview forms;  
 Presents information regarding benefit programs at employee orientation sessions;  
 Maintains, audits, and analyzes benefit data. Analyzes and prepares summary reports of data as necessary and/or requested;  
 Processes benefit changes resulting from changes in regular positions (i.e. promotions, changes in bargaining units). Ensures actions comply with applicable bargaining contracts or personnel policies. Completes, or supervises completion of, applicable state and/or federal reports (i.e. non-discrimination testing, Medicare Data Match, etc.);  
 Directs preparation and distribution of written and verbal information to inform employees of benefits;  
 Identifies and implements benefits to increase the quality of life for employees, by working with brokers and researching benefits issues;  
 Designs, evaluates and modifies benefits policies to ensure that programs are current, competitive and in compliance with legal requirements;  
 May provide back-up support to Human Resources staff;  
 Completes research and special projects as requested;  
 Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
 Attends work regularly at the designated place and time;  
 Supports continuous process improvement initiatives;  
 Performs related work as required.

<b>Required Knowledge and Abilities</b>
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Thorough knowledge of benefits policies, practices and techniques;  
 Thorough knowledge of COBRA, Section 125, FLSA and other State and Federal laws, rules and regulations;  
 Thorough knowledge of principles, practices and procedures of benefit administration;  
 Thorough knowledge of the principles and practices of public management and administration;  
 Thorough knowledge of City departmental functions, procedures, policies and organizations;  
 Good knowledge of policies and procedures in compensation, general employment/recruiting, health and safety, employee/labor relations and general management;  
 Good knowledge of Federal/State/local laws and regulations relating to Human Resources Management;  
 Thorough knowledge of the methods and procedures for maintaining personnel records;  
 Ability to communicate effectively and maintain working relationships with department heads and other supervisory personnel, other City employees, benefit providers, and the public;  
 Ability to establish and maintain complex clerical records and files and to prepare written reports from such information;  
 Ability to organize and coordinate a wide variety of materials, schedules and supportive actions;  
 Ability to handle confidential employee and administrative information with tact and discretion;  
 Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
 Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
 Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology  
 Ingenuity and inventiveness in the performance of assigned tasks.

<b>Acceptable Experience and Training</b>
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Graduation from and accredited college or university with a Bachelor's Degree in Human Resources Management, Business, or a closely related field; and

Considerable professional-level experience in benefits administration, preferably in the public sector; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

<b>Required Special Qualifications</b>
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Possession of Professional in Human Resources (PHR) or related specialized certification preferred.

<b>Essential Physical Abilities</b>
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Requires the following with or without reasonable accommodation:

Clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to produce and review a wide variety of materials in both electronic and hardcopy forms;

Sufficient manual dexterity, which permits the employee to operate a computer and to make handwritten notations.

Sufficient personal mobility, which permits the employee to complete field work at various City facilities.