

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### HR & Benefits Coordinator

**Department:** Administration

**Pay Grade:** 510

**FLSA Status:** Non-Exempt

**Job Code:** A505

#### JOB SUMMARY

The purpose of this classification is to coordinate the City's employee benefit and retirement plans, process Human Resources and benefits transactions, and provide associated reporting. This position works under the general direction of the HRIS/Benefits Manager.

#### ESSENTIAL JOB FUNCTIONS

- Interprets, explains, and applies all applicable federal, state, and local policies, procedures, laws, rules, regulations, and standards; initiates any actions necessary to correct deviations or violations.
- Provides information, assistance, and guidance to employees, dependents, former employees, or other individuals regarding benefit, insurance and other Human Resources issues.
- Acts as liaison between employees and benefit providers; assists employees in resolving problems with insurance coverage, benefits, or claims; communicates with insurance claims representatives regarding coverages, resolution of claims, or other issues.
- Attends committee/council meetings and serves on committees for benefit related agenda items as needed. Makes presentations as needed and provides benefit program information and/or recommendations to Mayor, City Council, or other City officials.
- Conducts new hire orientation for new employees; explains insurance eligibility requirements, covered benefits, plan provisions and restrictions, explains retirement accounts, supplemental benefits, assists with completion of forms/online enrollment, and related information.
- Conducts presentations to employee groups to inform/update employees regarding various City employee benefit programs and issues of interest.

- Coordinates annual open enrollment for eligible employees; prepares communication materials; schedules vendor participation meetings; meets individually with employees as requested; reviews enrollment/change forms for accuracy and completeness; processes documentation for appropriate payroll deductions.
- Processes enrollment and changes to insurance coverages; processes changes/additions/cancellations to individual employee coverage based on eligibility and qualifying events; reviews documentation to verify qualifying events; informs employees of other benefit programs affected by coverage changes. Maintains the city's benefit software system.
- Researches, tracks, and processes documentation to ensure proper completion of benefit and general HRIS transactions; investigates, verifies, and corrects errors/discrepancies on documents to ensure accurate processing of benefit transactions.
- Coordinates with Payroll Manager and Workers Compensation / Wellness Coordinator to provide the appropriate payroll deduction and credit amounts, surcharges, leave information, disability information, and effective dates for new hires and status changes.
- Under the supervision of the HRIS/Benefits Manager coordinates annual renewal process with broker /consultant and City management for all benefit services. Reviews and compares contracts, Summary Plan Descriptions and other legal documents for accuracy; conducts comparison surveys of surrounding local governments benefit plans; develops scenarios and impact of changes in premium cost share within budget; coordinate implementation meetings for carrier changes. Researches, creates, and evaluates RFPs (Request for Proposals) for benefits services.
- Coordinates day-to-day self-funded medical plan with vendors, including Third Party Administrator, stop loss re-insurance, and Pharmacy Benefit Manager. Includes review of contracts, monthly, quarterly and annual meetings, review of weekly claims and payment approval, liaison with Finance Department / Budget Division overseeing fund.
- Reconciles monthly insurance invoices from providers for medical, dental, and life insurance premiums; conducts audits of payroll deductions for benefits; notifies payroll of changes and corrections; ensures timely payment of premiums to insurance providers
- Provides information to COBRA third party administrator.
- Coordinates operations of the employee clinic.
- Calculates pension estimates and processes retirement applications.
- Prepares or completes various forms, reports, correspondence, benefits data sheets, new hire/termination reports, spreadsheets, benefit reports, coverage status reports, news articles, notices, communications materials, or other documents.
- Operates a personal computer, general office equipment, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, e mail, Internet, or other computer programs.
- Maintains file system of various files/records for the department; prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents. Maintains benefit files for each employee.
- Communicates with director, other departments, department managers/supervisors, City officials, employees, retirees, family members, attorneys, insurance representatives, third party administrators, medical providers, state agencies, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

- Maintains confidentiality of departmental issues and documentation.
- Maintains a comprehensive, current knowledge of applicable laws/regulations: maintains an awareness of new trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Performs general/clerical tasks, which may include answering telephone calls, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a Bachelor's degree in Human Resources Management, Business Management, Business Administration, Risk Management, or closely related field; supplemented by two (2) years previous experience and/or training that includes human resources administration, benefits administration, insurance administration, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- None

#### **Special Requirements:**

- None

#### **Knowledge, Skills and Abilities:**

- Knowledge of the principles, practices, and legal requirements associated with human resources management and with administration of various human resources programs.
- Knowledge of human resources policies and procedures.
- Knowledge of principles and practices associated with human resources information system (HRIS) administration; and must be able to comprehend, interpret, explain, and apply applicable laws, regulations, policies, and procedures.
- Knowledge of practices and procedures involving administration of contracted employee health insurance services, and must be able to comprehend, interpret, and apply applicable laws, regulations, policies, and procedures.
- Skill and proficiency in the operation of Microsoft Excel and Word is required.
- Ability to evaluate, audit, deduce, and/or assess data using established criteria; includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

#### **PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

#### **WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*