

**Town of Natick
Job Description**

Position Title:	Benefits Manager	Grade Level:	3
Department	Human Resources	FLSA Status	Exempt
Reports to:	Director of Human Resources		

Statement of Duties: A professional position which provides support to the Director of Human Resources in an administrative and management capacity. Responsible for administering all active and retired employee benefit programs. This includes all additions, deletions, billing and associated correspondence required to maintain efficient records for all benefit programs. In addition, oversees the administration of all FMLA (Federal Medical Leave Act) correspondence to employees as required by law. Also, oversees both the Town’s FSA (Flexible Spending Accounts) and HRA (Health Reimbursement Account) for all participants. Performs all other work as required by the Director.

Supervision Required: The employee works under the Director of Human Resources; who directs oral and written instructions.

Supervisory Responsibility: The employee is not responsible for the supervision of any employees.

Accountability: Errors and omissions in the work could result in poor employee morale, missed deadlines, and legal repercussions.

Judgment: Work requires examining, analyzing and evaluation facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Complexity: Work consists of a variety of duties that generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment:

- Work is conducted in a typical office setting. Occasionally attends meetings, or hearings outside of Town. Operates office machines including a computer, calculator, copy machine, telephone and fax.

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- Exposure to hazards is limited to typical office settings.
- Errors in performance could result in violation of state and federal regulations in the administration of benefit plans for Town and School employees; in the untimely processing of paperwork and payments, or the disclosure of confidential information which could cause confusion, serious delay, adverse employee and public relations, legal ramifications and potential loss of money to the Town.
- Employee has access to extensive amounts of confidential information concerning personnel, employee health and other records;
- Sensitive employee family and financial information, union grievances, and collective bargaining negotiation proposals.
- This position offers constant contact with employees, retirees, and the public, requiring courtesy, patience, and tact. The incumbent must be able to represent the Town's interest in relation to employee benefits, and requires the ability to communicate rules, regulations and related laws in an effective and appropriate manner.

Nature and Purpose of Contacts: Position interacts with co-workers, the public and external contacts such as vendors, bankers, attorneys, or other professionals to explain or interpret procedures or guidelines, plan or coordinate work, or resolve problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile or uncooperative persons. Employee may furnish news media with routine information such as meeting agendas or departmental procedures.

Occupational Risks: Risk exposure is similar to that found in typical office settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Communicates all benefit plan information to employees during orientation sessions, open enrollment meetings, periodic meetings, or written updates, in conjunction with an employee's employment, termination, retirement, and throughout retirement as needed.
- Participates in New Hire Orientations.
- Responsible for overseeing the annual employee Health Fair
- Assists in the development of special projects and management plans which generate programs at a town wide level.

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- Administers all Town and School employee benefit programs including multiple health insurance programs for both active and retired employees, life insurance, dental insurance, disability insurance, deferred compensation programs, as well as, special discount and payroll deduction programs.
- Processes all enrollments, changes, and terminations.
- Communicates with Payroll for required deductions to ensure the deductions are established accurately and resolve deduction issues
- Processes insurance invoices timely.
- Maintains and regularly audits accurate and up to date subscriber lists.
- Explains and educate benefit plans, costs and procedures, advising employees and eligible retirees on benefit options and acting as an educational resource.
- Assist employees with enrollment changes and termination of benefits, ensuring the correct payroll deductions are made and COBRA administration is provided.
- Conduct annual open enrollment for health, dental and vision plans.
- Audit enrollment of plans for accuracy.
- Coordinate with School HR regarding school employee enrollment issues.
- Act as the ACA Compliance Coordinator ensuring 1094c and 1095c compliance with IRS regulations. Resolve discrepancies and reissue certifications as necessary.
- Administer all Town side Leave of Absence Requests and Family Medical Leave Requests.
- Assists with a variety of clerical and administrative duties.
- Assist with the Town's Wellness Program.
- Responsible for keeping the Town's Benefits website current
- Participates in special projects as assign. Look for opportunities to enhance services through best practices, technology improvements.
- Cross trains as necessary in support operations of HR department.
- Work with Town Advance to promote information for deliberation with PEC and other union group as recovery.
- Performs similar or related work as required.

Recommended Minimum Qualifications:

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Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor' s degree in related field, and four years of work experience in a business environment, with three years of experience in Human resources and/or benefit administration.

Knowledge, Abilities and Skill

Knowledge:

- Performs varied and responsible duties requiring thorough knowledge of departmental operations, with particular regard to Benefits Administration. Works independently within departmental policies and procedures. Refers unusual cases to department head for guidance.
- Working knowledge of the practices of municipal Human Resources administration and of Town departments operations. Knowledge of employee benefit programs, health and life insurance, and third party billing.

Abilities:

- Ability to operate all office machines. Ability to maintain a high level of confidentiality. Ability to communicate effectively both orally and in writing. Ability to maintain accurate and detailed records.

Skill:

- Proficiency in the use of computers, including word processing, spreadsheets, and databases.

Physical and Mental Requirements

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 position's essential functions.

Physical Skills:

- Minimum physical requirements beyond what is associated with typical office work.
- Occasionally lift office supplies weighing 40- pounds.

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- Occasional travel between Town facilities, and meetings out of town.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.