



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Benefits Manager
Reports To: Director of Human Resources
Division: Human Resources

Position Code.: 1022-120
Classification: Exempt
Date: 03/2024

JOB SUMMARY:

Under administrative direction serves as Plan Administrator for the group self-insured health and flexible spending benefits plans, directs and plans the day-to-day operations of all group benefits plans, provides benefits consultation and guidance to employees, builds strategic relationships with internal partners, and external vendors, and develops and executes long-term benefits strategies, including investigating new programs, and analyzing, negotiating, and preparing recommendations for enhancements to existing programs.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- Provides excellent customer service to internal and external customers.
- Serves as Plan Administrator for the group self-insured health and flexible spending benefits plans; ensures that plan interpretations are correct.
- Directs and plans the day-to-day operations of all group benefits plans (medical, dental, prescription drug, flexible spending and health savings accounts, employee assistance program, life insurance, short-term and long-term disability, long-term care, vision, and wellness)
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including scheduling, managing, and approving payroll time entries, approving leave requests for direct reports; planning, assigning, and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Conducts employee benefits meetings with new employees.
- Handles benefits inquiries and issues to ensure quick, courteous resolution. Maintains contact with third-party administrators, insurance companies, healthcare providers, employees, and beneficiaries to facilitate proper and complete utilization of benefits.
- Processes group disability, life, and accidental death and dismemberment claims.
- Inputs benefits enrollments/changes/terminations in the Human Resources Information System (HRIS) benefits module in a timely manner to coincide with transmittal to vendors and payroll.
- Gathers employee data and oversees the processing of monthly billings and the preparation of request to pay for premiums and administrative fees for all group benefits plans.
- Proactively identifies potential accommodations and manages the interactive process of the Americans with Disabilities Act (ADA).
- Oversees administration of Family and Medical Leave Act (FMLA) requests.
- Meets with third-party administrators, insurance partners, and plan vendors; analyzes and compares proposals; negotiates rates, provisions, and services; makes recommendations on carriers and coverage; meets with committees of the Commission on these matters as required.
- Analyzes current benefits, evaluating the use, services, coverage, effectiveness, cost, plan experience, and competitive trends in benefits programs, and identifies the library's position. Recommends cost containment strategies, including alternative methods for administration and funding.
- Designs, recommends, and implements new benefits programs as approved.
- Prepares budgetary recommendations and assists in the monitoring, verifying, and reconciling of budgeted funds.
- Oversees administration of the workers' compensation program and serves as a permanent member of the Safety Committee.
- Develops communication tools to enhance understanding of the library's benefits package. Designs, revises, and distributes benefits materials as needed.
- Advises and informs employees of changes and developments related to benefits including eligibility, coverage, and provisions.
- Manages annual open enrollment process by creating and implementing a project plan, delegating tasks, and creating open enrollment documentation and employee communication materials. Conducts benefits information meetings, as needed.
- Surveys industry trends. Completes benefits surveys and reviews information obtained from the results. Analyzes complex benefits information. Forecasts trends and prepares reports and recommendations on findings for review by management.

- Prepares and executes, with legal consultation, benefits documents, contracts, agreements, and insurance policies.
- Serves as Health Insurance Portability and Accountability Act (HIPAA) Privacy Compliance Officer for the library.
- Documents and maintains administrative procedures for assigned benefits processes
- Oversees maintenance of employee benefits files in accordance with applicable procedures.
- Maintains accurate and current knowledge of state and federal regulations on the administration of various plans, eligibility, availability, and reporting; administers plans in accordance with these requirements as applicable to public agencies. Ensures timeliness and accuracy of required reporting and fees.
- Maintains awareness of benefits and insurance trends and developments through the reading of relevant professional material, attendance at meetings, workshops, conferences, and seminars.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to other library locations
- Occasional travel within the state or nationally for appropriate professional development and networking .

INTERACTION:

- Interaction with all levels of staff , Commission members, benefits partners, and vendors.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited four-year college or university; and,
- Three or more years of related insurance, benefits, or employee benefits administration experience; and
- One or more years of personnel management experience.

Licenses and Certifications:

Required within 180 days of hire:

- Oklahoma Resident Insurance Producer License-Life, Accident and Health or Sickness

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Experience using HRIS benefits systems.
- SPHR/PHR, SHRM-SCP/SHRM-CP, or CEBS designations

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles, practices, and techniques of benefits administration.
- Benefits contract language.
- Budget preparation and analysis.
- Library policies, procedures, and practices.
- Principles and practices of supervision and management.
- Recordkeeping, report preparation, filing methods, and records management techniques.
- Standard business arithmetic.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- Methods and techniques of research, statistical analysis, and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.

- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Planning, organizing, assigning, directing, reviewing, and evaluating staff work.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret, and communicate complicated policies, procedures, and protocols.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Using tact, discretion, initiative, and independent judgment.

Mental and Physical Abilities:

- Ability to maintain confidentiality in all aspects of the job.
- Ability to identify and resolve complex problems.
- Ability to understand, evaluate, and make judgements on proposals.
- Ability to communicate effectively verbally and in writing, including the ability to address small and large groups.
- Ability to manage multiple tasks and projects simultaneously and with frequent interruptions.
- Ability to work independently.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and lift and/or move up to 15 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 25 pounds.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.