



CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Benefits Officer	BAND/LEVEL:	PROF III
DEPARTMENT:	Human Resources	JOB NO:	3048
DIVISION:	Employee Benefits	DATE:	12/06/2020
REPORTS TO:	Manager, Benefits & Retirement Plans	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	191
REPLACES:	New	LAST REVISED DATE:	N/A

JOB SUMMARY STATEMENT: Responsible for analyzing, administering, and communicating all aspects of employee benefit plans (i.e., health, dental, vision, life, long-term care, long and short-term disability, critical illness, employee wellness program, strategy and oversight of onsite clinic, employee assistance program, and Section 125 plans), which includes conducting new hire orientations; day-to-day administration; handling inquiries about eligibility, changes, enrollments, and benefit plan interpretation; coordinating the benefit renewal process including all activities associated with an annual open enrollment. Ensures employee benefits are administered in accordance with plan documents, SPDs, vendor contracts, and internal policies as well as remain in compliance with all federal and state legal requirements.

DUTIES AND RESPONSIBILITIES:

1. Acts as point of contact for the benefit plans, wellness program, and onsite clinic administration. Ensures a high level of communication with departments, employees, and vendors to resolve and escalate issues and requests.
2. Provides day-to-day administration of benefits, wellness, and onsite clinic programs. Collaborates and communicates to employees, departments, and vendors with questions concerning eligibility, changes, enrollments, plan design, requests, and program interpretation.
3. Continually evaluates and analyzes the benefits, wellness program, onsite clinic contracts and vendors for competitiveness, cost effectiveness and efficacy. Recommends program changes to departments as needed to meet objectives. Makes recommendations for changes in City's benefit plans. May present benefit plan analysis and recommendations to the council committee.
4. Coordinates the benefits renewal process that includes selecting a benefits consultant; reviewing quotes and offers; developing and presenting staff recommendations to the appropriate council committee, and ensuring that each plan and contract is executed within timeframes established. Also responsible for maintaining enrollments and changes to all City benefit programs. Coordinates the annual Open Enrollment process, creates and distributes packets, schedules and conducts benefit meetings; receives and verifies the accuracy of completed forms and online open enrollment elections, and submits forms and elections to insurance carriers.
5. Administers Consolidated Omnibus Budget Reconciliation Act (COBRA) and Section 125 Plan reimbursements. Notifies employees and beneficiaries, coordinates enrollments, monitors eligibility and explains plan details. Inputs and maintains database of all COBRA participants and employees in out-of-pay status. Monitors, tracks and ensures receipt of premium payments and proper accounting of those payments. Partners with the payroll department to support leave of absence including FMLA, ADA, STD, LTD, etc.

6. Inputs and maintains database of retirees and the City's subsidy for their continued insurance benefits. Tracks and ensures receipt of premium payments and proper accounting of those payments.
7. Analyzes claims detail, participant enrollment, and utilization reports to ensure payments for all of the City's benefits, wellness program, and onsite clinic are remitted accurately and on time. Reconciles insurance registers against payroll registers and insurance billing statements. Generates check requests or automated clearing house transactions. Maintains required documentation to provide accountability for City funds.
8. Assists in the day-to-day administration of retirement plans. Assists with participant education for retirement plans, including, KPERS, MEPP, KP&F, and the 457 Deferred Compensation Plans by serving as back-up to the Benefits Assistant. Inputs and maintains KPERS and KP&F retirement applications, applications for disability, service purchases, and life insurance claims.
9. Performs new employee, first-day orientations. Explains all related paperwork and information and assists employees with their portion of benefits, wellness program, and onsite clinic information. Inputs enrollments and elections into HRIS system timely.
10. Develops and coordinates distribution of annual employee benefit statements. Creates documents outlining value of employer-provided benefits and compensation. Communicates important need-to-know information concerning employee benefits using appropriate mediums such as newsletters, voicemail, email, memos and flyers. Maintains and updates benefit summary brochure used in recruiting.
11. Stays current on federal, state, and local regulations and legislation affecting employee benefits, wellness programs, and onsite clinics. and Assures that City plans comply with regulations.
12. Oversees the City's wellness program and onsite clinic which includes scheduling biometric screenings, coordinating wellness seminars/webinars, educating departments and employees about overall better health through articles and educational programs. Implementation of new programs as needed. Monitors weekly, bi-weekly, and monthly technical data feeds (claims, participation, and eligibility) to vendors.
13. Evaluates wellness program and onsite clinic offerings and services suitable for departments and employees. Partnership with Safety & Loss Prevention to review cost saving methods for occupational health and use of the onsite clinic.
14. Works with onsite clinic vendor to ensure staffing needs for the City's wellness program and onsite clinic.
15. Directs and oversees the Benefits Assistant work assignments, as needed, during Open Enrollment, wellness programs, special events, data entry, and day-to-day administration of the City's benefits.
16. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
17. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS

- Bachelor's degree in human resources, business administration, a related field of study, or an equivalent combination of formal education and work experience is required.
- Knowledge of state and federal guidelines pertaining to benefits, wellness programs, and onsite clinics.
- Certification as a benefit professional is preferred.

EXPERIENCE

- Five to eight years of human resources/benefits or administrative experience with preference given for experience specifically in benefits, wellness, and onsite clinics.
- Advancement toward Certified Employee Benefits Specialist or Certified Benefits Professional is desirable.

SKILLS:

- Excellent oral and written communication.
- Good listening skills.
- Must have working knowledge of windows-based word processing and spreadsheet software applications, along with familiarity with HRIS software systems.
- Manual dexterity.
- Reading.
- Independent judgment.
- Must be flexible and adaptive to the work environment and assignments.
- Data entry.
- Effective presentation skills are a must.
- Attention to detail.
- Project management skills.
- Analytical skills as it relates to benefit, wellness, and onsite clinics
- Ability to compose letters, reports and other documents.
- Ability to read and comprehend state and federal regulations.

MENTAL REQUIREMENTS:

- Ability to recognize and protect confidential information.
- Logical reasoning; sound judgement; and the ability to deal with sensitive situations in a tactful, empathetic manner.
- Ability to learn and understand PC software applications.
- Ability to work in a hectic environment with many interruptions.
- Concentration.
- Alpha and numeric recognition.
- Ability to read and comprehend City policies and employee benefit plan documents.
- Ability to meet deadlines.
- Ability to prioritize multiple tasks.
- Ability to analyze complex problems and recommend solutions.



PHYSICAL REQUIREMENTS:

- Ability to make and receive phone calls.
- Hand and eye coordination adequate to input data into the computer.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screens.
- Ability to operate copy machines, facsimile, paper shredder, computer printers, and office equipment.
- Ability to sit and be attentive for extended periods.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.