



## CLASS SPECIFICATION

Class Code: 60017275  
Date Established: 01/2012  
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01/2019  
FLSA: exempt  
Probation: 12 months

### HUMAN RESOURCES MANAGER - BENEFITS

#### **DEFINITION**

Under general direction, plans, coordinates and manages the County provided employee/retiree medical, dental and vision plans; Family and Medical Leave Act (FMLA); deferred compensation plans; employee wellness; employee assistance programs; and supplemental benefit programs; and performs all related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university with a major in human resources management, business administration or closely related field AND five years full-time professional level work in human resources working with benefit programs governed by state and federal regulations with at least two of those years acting in a supervisory/management capacity; OR an equivalent combination of training and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at time of application.

#### **SUPERVISION EXERCISED**

Exercises direct supervision.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Develop and implement goals, objectives, policies, and procedures specific to this division of Human Resources; lead strategic planning for benefit functions and services; provide strategic direction and oversight of employee/retiree health benefit and supplemental benefit programs including medical, dental, vision, life insurance, wellness initiatives, employee assistance program and deferred compensation plans to ensure integrity and compliance.

Provide oversight to annual benefit contracts along with management of the County's benefits broker; conducts research and prepares requests for proposals (RFPs) for benefit vendors, third party administrator, etc., and negotiates contracts and prepares plan/benefit documents as necessary; participates in strategic benefits planning and design.

Partner with insurance broker, benefit vendors, local business coalition/group on health and service providers to coordinate benefit plan design, administration and contracting activities. Manage multiple vendor relationships to ensure compliance with governmental regulations, a high level of customer service to employees and retirees, and performance and compliance with the provisions of their contracts.

Manage total benefits performance to include cost, benefits data, quality, usage of services and offers recommendations on health, life, dental, vision, health savings accounts, health reimbursement arrangements, flexible spending accounts, disability programs, etc. based on management.

Provide budget recommendations, cost containment strategies and budget oversight with direction and support from the Comptroller's Office and final approval from the Human Resources Director; monitor aggregate claim data; ensure adequate budget forecast and budget planning.

Research, analyze, and make recommendations on new, existing, and proposed programs for County employees/retirees to identify the most appropriate sustainable benefit programs and to identify costs or projected savings related to benefit plans and design; roll-out of new programs including communication, education, and coordination with appropriate staff or partners.

Serve as plan administrator for deferred compensation plans working specifically with the Deferred Compensation Committee including the negotiation of contracts with consultants and third party administrators, managing committee meetings, providing agendas and minutes, implementing plan changes and developing additional plan/program offerings as well as ensuring compliance with applicable laws and regulations.

Oversee all communication plans and tools for employees/retirees concerning benefit issues including all benefit plan open enrollment periods and education on new or existing programs; evaluate and respond to communications from employees/retirees, County administration officers, consultants, and vendors; implement programs to provide effective communication and training to employees; serve as primary contact with benefit consultants.

Evaluate use of technology and implement technology-based efficiencies in the benefit program in coordination with technology services process improvements in reporting, bill processing and plan enrollment; identify necessary changes in business processes to ensure efficient and accurate workflow and the best utilization of system capabilities; ensure compliance with Federal and State laws, including, but not limited to Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA), Family Medical Leave Act (FMLA), etc.; oversee development of benefits reporting tools

Conduct monthly informational/educational meetings with the Insurance Negotiating Committee (INC); plan and administer the annual employee benefit negotiation process with bargaining units; work with health benefit partners including insurance broker in providing plan design options and alternative health plans including cost analysis and disruption reporting; provide input and seek guidelines from management related to the cost impact of proposals. If approval for health program negotiations is unsuccessful, responsible for coordinating the binding interest resolution and mediation process for the Human Resources Director.

Supervise assigned staff which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; implementing discipline and conflict resolution procedures when necessary; assure efficiency, effectiveness, and quality of work outputs; monitor and direct progress to achieve goals and objectives.

Analyze the flow of employee benefits data and develops internal procedures, guidance, and training for staff to facilitate the timely and accurate update of employee information and benefits records.

Manage the implementation and ongoing maintenance of benefit guidelines and procedures that will support the goals and objectives of the employee/retiree benefit program; review and recommend improvements in work methods, techniques, systems, and equipment; develop, recommend, and implement organizational or procedural changes affecting program activities to facilitate decision making and effective operations.

Maintain in-depth knowledge and expertise in employee benefits services, make recommendations on pending legislative actions regarding benefits, conduct benefits research, responds to benefits issues, and answer benefits queries.

Analyze and evaluate legislation, government codes, ordinances, and other regulations to determine impact on various programs and take appropriate action if applicable.

Assist employees with questions regarding health insurance benefits and assist employees in resolving complex claims issues.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental policies, practices, and procedures, including protocol.

Federal, state and county laws, regulations, and ordinances applicable to health, retirement, deferred compensation, flexible spending, and related benefit programs including ERISA, DOL and IRS requirements.

Technical elements involved in Human Resources with specific functional expertise in benefit design and administration including strategic management of benefit programs as directed by senior management.

County benefits or deferred compensation policies and procedures, rules and regulations used in processing benefits, claims and payments.

### **Ability to:**

Evaluate proposed legislation affecting benefits, deferred compensation and other programs and ensure that the Washoe County plans and programs are in compliance with federal and state regulations.

Provide oversight and serve as plan administrator for deferred compensation program working specifically with the Deferred Compensation Committee.

Develop operational goals and guidelines for benefits and program administration; make recommendations regarding selection of providers, program offerings and program changes.

Maintain oversight of the retirement process for employees coordinating information and implementation of retirement benefits to include provider counseling and benefit analysis.

Inform and advise management on trends, cost/benefit analysis and risk identification as it relates to employee benefit programs.

Facilitate, organize, and meet timelines regarding the health insurance negotiation meetings with bargaining units.

Manage complex and diverse projects including extensive/long term projects requiring advanced research and analytical skills.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)*

### **Knowledge of:**

Federal laws pertaining to personnel management such as sexual harassment, discrimination, Fair Labor Standards Act, Americans with Disabilities Act, Family and Medical Leave Act and Equal Employment Opportunity.

Principles and practices of effective management and employee supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation and discipline.

Comprehensive medical, dental, vision, life and supplemental benefits such as flexible spending programs, health savings accounts, wellness programs, deferred compensation plans, employee assistance programs, etc.

Contract preparation, negotiation, and monitoring.

Budget preparation and control.

**Ability to:**

Effectively lead, inspire, and motivate professionals in order to create a high functioning team.

Analyze claim trends in group programs and prepare cost studies.

Manage cooperative and collaborative relationships with providers, brokers, and vendors.

Collect and analyze data for the use in formulating negotiations proposals.

Conduct surveys and analyze data concerning prevailing practices to compare competitiveness of benefit plans and best practices.

Effectively and professionally represent Human Resources to other departments, agencies, employees, retirees, and staff members.

Provide coaching, facilitation, presentation, communication, process improvement, strategic and tactical analysis and problem-solving services to departments, employees, and other business partners.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Communicate clearly and concisely both orally and in writing and make effective presentations in front of groups.

Establish, foster, and maintain effective and collaborative working relationships with all those contacted in the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use computers, telephones, printers, and copiers.

*This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.*