

Town of Needham

Benefits Administrator

07/2017

Under direction of the Assistant Director of Human Resources, the Benefits Administrator provides professional staff support to the Human Resources Department and performs professional and administrative duties related to employee/retiree benefit programs, personnel policies, procedures and collective bargaining agreements, classification and compensation plans, preparation for annual and special Town Meetings; and management of office staff, including customer service.

***Duties:***

***Benefits Administration***

- Administers various benefit programs including health, dental, flexible spending, life and supplemental insurance programs for all town and school employees, and eligible retirees.
- Explains benefit plans to new hires; assists employees, retirees and dependents with insurance enrollments, terminations and changes; counsels and helps employees, retirees and dependents resolve problems and claim benefits; interpreting and educating subscribers on qualifying events, basic plan features, and plan costs.
- Processes enrollments, changes and terminations including collection of proper documentation, ensuring eligibility, submitting materials to insurance companies and entering benefit deductions into Town and retirement payroll systems.
- Calculates, collects and deposits payments from employees and retirees as they arise throughout the year for non-deducted benefits due to unpaid leaves, or insufficient payroll allowances. Collaborating with the School Department Human Resources and Payroll to keep track of on-going unpaid leaves.
- Processes and reconciles monthly insurance invoices and prepares deposits that require a range of administrative functions including but not limited to reconciling account lists with payments and deposits. May require resolving billing, cancellation, or changes of coverage problems with the insurance carriers and follows up on non-payments from employees and retirees.
- Maintains accurate and up-to-date subscriber lists, maintains benefits enrollment records including but not limited to filing enrollment correspondence, scheduling and performing regular audits.
- Plans and coordinates all benefits events including open enrollment fairs for two different plan years (Fiscal and Calendar Year); includes booking space, contacting health plan representatives, developing marketing materials, ensuring effective communication to subscribers, collection and submission of materials, entering changes in payroll.
- Ensures information is disseminated to eligible beneficiaries of COBRA benefits.
- Ensures compliance with federal, state and local government laws as they pertain to employee/retiree benefits; prepares required documents and reports; maintains records of the same
- Coordinates wellness activities including administering programs offered by the West Suburban Health Group or others, town utilization of the Employee Assistance Program
- Reviews, monitors and tracks employee leaves of absence with primary focus on Family Medical Leave Act (FMLA) which includes reviewing requests, determining qualification and preparing correspondence.
- Town liaison for unemployment information requests from third party administrator. Gathering data from departments, ensuring timely reporting of information.

### Workers Compensation/Public Safety Injured-on-Duty Administration

- Administers and coordinates Workers' Compensation program including working with third party administrator (TPA), tracks injuries for time lost, medical treatment received, and compensation paid to ensure compliance with all laws and regulations.
- Supervises individual cases and serves as liaison between town departments and workers compensation TPA and makes recommendations on plan of care.
- Attends Workers' Compensation review meetings and provides background information on individual claims. Coordinates the Injury on Duty Program for fire and police, monitors completion of forms, treatment and payments to ensure compliance with Town policies and procedures.
- Working with the departments, unions, management and employees to develop safety policies and procedures and to maintain a safe, secure, productive and positive work environment.
- Administers and coordinates the Accidental Disability Retirement medical payment program.
- Provides administrative support to the medical panel, schedules meetings, compiles and reviews bills, reviews appropriateness of payments, seeks appropriate treatment for retirees, and negotiates fees and treatment plans with physicians.

### General Duties

- Provides input to budget process as it pertains to benefits administration and Workers Compensation
- Counsel and assist internal customers including department managers, supervisors and staff on Town benefit procedures; research new benefits programs; monitor benefit expenses compared to appropriation, etc.
- Provides assistance to external customers of the department, including members of the public, staff of the Town, board and committee members, consultants, attorneys, etc. explanation of specific questions and problems related to benefit coverages, costs, options, deductibles, billing, etc.
- Provides professional staff assistance to the Assistant Director of Human Resources and participates in special projects, both internal and contracted. Transmits information, direction and requests of Assistant Director of Human Resources to department managers and staff; explains requests and priorities; receives and reviews responses and requests additional information or clarification where needed; and seeks to resolve issues independently.
- Coordinates administrative activities of the Employee Insurance Advisory Committee (EIAC).
- Develop, recommend and implement new policies, procedures, resources and/or office systems that pertain to employee benefits to improve the efficiency of the Human Resources Department.
- Attends training, seminars and courses to keep up to date in the, benefits and human resources field.
- Perform other related duties as required.

### ***Basic Knowledge:***

Essential working knowledge benefits administration, FMLA and Workers Compensation up to and including current knowledge of relevant federal and state laws; Basic knowledge of standard bookkeeping or accounting practices and account maintenance; ability to prepare reports and correspondence.

***Education:***

Bachelor's degree in human resources management/administration, public/business administration or related field.

***Experience:***

Minimum of five (5) years of related benefits administration or human resources experience, preferably in municipal setting. Familiarity with MS Office with proficiency in MS Excel.

***Special knowledge, skills and abilities:***

Extensive knowledge of benefits laws and regulations and benefit plan provisions; Familiarity with collective bargaining units and civil service; Ability to interact effectively and tactfully with a wide variety of individuals, including management personnel, other staff, outside professionals, contractors, vendors, external agents retirees and members of the public; Capacity to deal with highly sensitive medical, labor relations and other personnel information including access to and use of highly sensitive and confidential information within the bounds of law, professional courtesy and discretion; Demonstrated skill in preparing complex correspondence and reports and to perform detailed work accurately and effectively.

***Independent Action:***

Prioritizes numerous and complicated tasks to achieve completion within prescribed or required deadlines while functioning within general departmental/town policies. Refers specific matters to the Assistant Human Resources Director when unique situations occur that require clarification, interpretation or exception to policy or law.

***Supervisory Responsibility:***

Not Applicable

***Physical and Environmental Standards:***

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- Frequent interruptions to assist customers in the office or by phone.
- May spend periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of office files, documents, records, etc.