

CITY OF REDWOOD CITY EMPLOYEE BENEFITS COORDINATOR

DEFINITION

To administer and coordinate a comprehensive program of employee benefits and services, including insurance plans for medical, dental and vision care, retirement preparation and coordination with the Public Employees' Retirement System (PERS), group life and long-term disability insurances, deferred compensation, and the City's Benefits Cafeteria Plan; to participate in special projects and research related to both the employee benefits function and to Human Resources Department operations; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a paraprofessional, single-position human resources class, which has responsibility for all facets of employee benefits administration, with the exception of the Worker's Compensation program, for both active and retired employees. Successful performance of the work requires analytical skills, the ability to work independently as well as the ability to interface with a variety of employees and benefit service providers. This class is distinguished from the Human Resources Technician and Human Resources Analyst classes in that the responsibilities are normally specifically related to the benefits function rather than to generalist human resources administration and support.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by the Director of Human Resources. Project or day-to-day direction of technical or office support staff may be required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

1. Administers and coordinates employee medical, dental and vision insurance plans; confers with service providers and/or staff of third-party administrators; interprets plan policy and procedural requirements, coverage documents, responds to employee questions and complaints and attempts to mediate benefit problems.
2. Provides local administration required for the Public Employees' Retirement System; provides information to employees and managers regarding entitlements and payment options; interfaces with PERS staff regarding impending employee retirements and retired employee questions or problems.

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3. Administers and coordinates group life, accidental death and dismemberment, and short- and long-term disability programs, including researching problems and handling appeals; provides similar support for the State Unemployment Insurance program, including researching and responding to claims.
4. Coordinates various specialized benefits programs, such as deferred compensation, cafeteria payments and leave processes, such as leave of absence, family medical leave, voluntary time off and benefits continuation during such leaves.
5. Recommends and provides for the implementation of a variety of employee wellness and employee assistance programs, such as smoking cessation, weight reduction and exercise and fitness; evaluates services provided by outside contractors and the effectiveness and cost benefits of such programs.
6. Administers benefits provider and benefits contractor consultant service contracts; reviews billings to ensure contract compliance and accuracy; participates in contract negotiations and coordinates contract amendments with other City departments.
7. Monitors employee benefit costs; makes recommendations regarding plan design and cost containment; monitors changes in laws and/or contracts and their impact upon City benefit administration; provides for the dissemination of benefit plan information and changes to employees and retirees; participates in employee orientation sessions.
8. Participates in and provides staff assistance to the Benefits Improvement Team; costs team proposals and proposals arising from the negotiation process; recommends MOU wording related to benefit matters.
9. Prepares the annual budget for the employee benefits function; monitors revenues and expenditures and prepares periodic reports as required.
10. Researches, compiles and summarizes a variety of information to prepare periodic and special reports related to the benefits function; prepares correspondence and a variety of reports and written materials; maintains accurate records and files.
11. Uses standard office equipment, including a computer, in the course of the work; drives a motor vehicle to visit various City, benefit provider and contractor work sites and attend meetings.
12. Perform work with a record of regular attendance and punctuality.

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JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of employee benefit provision, with an emphasis of current insurance industry practices and programs.

Public Employees' Retirement System (PERS) plans, laws and regulations. Flexible benefit options and cost analysis and cost containment procedures.

Knowledge of:

Applicable laws, regulations and policies.

Computer applications related to the work.

Standard office practices and procedures including filing and the operation of standard office equipment.

Record keeping principles and practices.

Business arithmetic and statistical analysis techniques.

Correct business English, including spelling, grammar and punctuation.

Techniques for dealing with employees, retirees and benefit provider representatives and contractors, in person and over the telephone.

Ability to:

Administer and coordinate a comprehensive employee benefit program, while balancing the needs of the City, employees and retirees.

Interpret, apply and explain applicable laws, codes, regulations, policies and procedures.

Administer, monitor and negotiate contracts with benefit providers, insurance carriers, third-party administrators and consultants.

Prepare clear and concise reports, correspondence, procedures and other written materials.

Compile, summarize and maintain accurate records and files.

Make accurate arithmetic, statistical and budgetary calculations.

Operate standard office equipment, including a personal computer.

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Use initiative, independent judgment and problem solving within established procedural guidelines.

Organize work, set priorities and meet critical deadlines.

Make effective public presentations.

Deal successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, including represent the City successfully in meetings with representatives of other agencies.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of paraprofessional or technical experience in the administration of employee benefits programs with an emphasis on medical and retirement plans. Some experience in plan design and/or costing is desirable.

Education:

Equivalent to completion of two years of college or possession of an Associate of Arts degree with major course work in a field related to the work. Additional experience as outlined above may be substituted for the education on a year-for-year basis.

Special Requirements:

Essential and Important duties require the following physical abilities and work environment:

Mobility to work in a typical office setting, use standard office equipment and drive a motor vehicle to visit work sites and attend meetings, vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone.

Possess a valid California Class C driver's license and a satisfactory driving record.

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**ADA
DOCUMENTATION OF ESSENTIAL DUTIES**

1. SDE
2. SDE
3. SDE
4. SDE
5. OME
6. OAE
7. MWE
8. OAE
9. OAE
10. OME
11. SDE
12. SDE

**DOCUMENTATION SCALES AND CODES
FOR ESSENTIAL DUTIES**

Time Spent:

S	Significant	10% of day, week, or month
M	Moderate	5-9%
O	Occasional	Less than 5%

Frequency:

D	Daily
W	Weekly
M	Monthly
A	As needed

Supervisor/Manager Review:

E	Major focus of job/position
NE	Minor (can easily be assigned to another position)

Effective Date: February, 1996

Bargaining Group: Redwood City Management Employees' Association