



CITY OF ARVADA
invites applications for the position of:

Benefits Specialist

SALARY: \$5,446.12 - \$7,446.73 Monthly
\$65,353.44 - \$89,360.76 Annually

OPENING DATE: 05/13/22

CLOSING DATE: 05/27/22 11:59 PM

POSITION PURPOSE:

Starting salary will be determined by the applicant's education, experience, knowledge, skills and abilities, as well as internal equity.

The Benefits Specialist administers the city's benefits, wellness and leave programs and collaborates with multiple internal teams and external consultants, carriers and vendors to ensure effective daily program administration and optimal delivery of customer service, education and outreach to all participants of the programs.

JOB FUNCTIONS / SCOPE OF AUTHORITY:

ESSENTIAL JOB FUNCTIONS

- Administers the City's benefits programs, including medical, dental, vision, flexible spending, health savings accounts, life and AD&D insurance, long term disability insurance, employee assistance programs, retirement, tuition reimbursement, voluntary benefits, and other related benefits.
- Maintains relationships with benefits vendors, including the city's wellness clinic provider, third party administrator, carriers and consultants to ensure effective program operations, compliance, and optimal customer service; acts as liaison between employees and vendors on escalated customer issues.
- Conducts the annual open enrollment process, including but not limited to providing updated communications, presentations, enrollment instructions, processing and documentation for all plan participants.
- Handles onboarding and offboarding activities related to benefits: provides benefits orientation, information, enrollment assistance and/or consultation to new employees, retiring and exiting employees, and employees experience qualifying life events.
- Answers questions and offers assistance to managers, employees, and dependents regarding City benefits and wellness programs and related laws, rules, policies and procedures.
- Maintains benefits records and a database of all insurance and beneficiary information.
- Creates and submits reports for compliance with state and federal requirements such as ACA, HFWA, Medicare, and other reporting agencies, as well as internal reporting as required for administration of the plans; responsible for ensuring compliance for all reporting mandates.
- Administers the City's leave programs according to federal and state laws and City of Arvada personnel rules and policies; answers employees questions about leaves; partners with other team members in HR, risk management, finance and legal on employee issues that involve or may lead to FMLA, ADA, LTD, COBRA, or coordinated/concurrent use of multiple leaves or benefits.
- Partners with finance and payroll to coordinate payroll deductions for benefits and use of leaves, on payment of administrative charges and claims from consultants and benefit providers, and on reconciliation of vendor billing and payment procedures.
- Assists with research and review of internal and external data, such as usage trends, claims, survey results, market trends and new or changing laws/regulations, and makes recommendations for changes or improvements based on findings.
- Assists with development and/or updating of policies and procedures related to benefits.
- Responds to questions and survey requests, researches information and creates reports and correspondence for internal and external customers; provides data for performance measures related to benefits and wellness programs.

- Attends staff meetings, retirement board meetings, and other relevant meetings or activities on and off-site.
- Coordinates benefits advisory and wellness committee meetings and agendas as needed.
- Manages the city's wellness program; plans, coordinates and tracks wellness education, activities or events to promote employee well-being.
- Maintains a high degree of confidentiality when dealing with confidential or sensitive information.
- Strives to continuously improve processes and procedures for optimal efficiency and customer service.
- Articulates and embodies the core competencies and values of the overall organization and those of the department.
- Travels to/ attends meetings, training or events that occur off-site on an occasional basis as needed to perform essential functions.
- Demonstrates a respectful attitude towards customers and coworkers that promotes teamwork, open communication, and effective customer service; acts with the customer in mind, responds to requests promptly and provides effective services or solutions for customers.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Solid knowledge of federal and state laws and City personnel rules, policies and procedures related to employee benefits and leave administration, including but not limited to FMLA, COBRA, HIPAA and ADA.
- Solid knowledge and understanding of insurance/benefits plan designs, practices and procedures.
- Basic to solid knowledge of other human resources practices and principles.
- Strong customer focus and customer service skills with the ability to respond to and manage difficult or emotional situations.
- Strong attention to detail with a high degree of accuracy.
- Strong organizational skills and ability to be flexible and work well in an environment with constant interruptions and changing priorities.
- Solid computer skills with ability to utilize software systems to manage data and create documents, spreadsheets, presentations and/or reports.
- Strong record keeping skills.
- Strong ability to maintain confidentiality when working with sensitive and confidential information.
- Strong communication skills and ability to effectively communicate and present information, both verbally and in writing, to a variety of audiences.
- Ability to maintain effective working relationships, build trust, and interact with all levels of personnel within the city, as well as external vendors, customers and the public.
- Ability to consider and assess potential short-term and long-term impact of decisions.
- Availability to work occasional early mornings or evenings for open enrollment periods, retirement board meetings or other events that require attendance outside of regular office hours.
- Ability to operate a motor-vehicle to travel to and from off-site business meetings.

OTHER FUNCTIONS:

- May attend or participate in industry meetings or conferences and conduct presentations about City programs.
- May assist with other HR programs, projects or events as needed.
- Other duties as required.

—Employees are held accountable for all duties of this job—

SCOPE OF AUTHORITY:

Receives general supervision under the direction of the Director of Human Resources. Exercises appropriate level of initiative and judgment to make decisions within the scope of assigned authority. Plans daily work activities and prioritizes tasks. Prepares and/or develops plans for programs involving coordination with other departments and/or outside organizations. Some precedents and/or procedures exist. Expected to handle sensitive and specialized situations in the human resources department or functional area.

Financial Accountability:

Makes recommendations to the supervisor for budget allocations that pertain to benefits and wellness.

WORKING ENVIRONMENT / QUALIFICATIONS:

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:

The work environment/physical activities described here are representative of those an employee encounters while performing the essential functions of the job.

Work is primarily performed in an office environment with moderate noise levels. Physical effort and activities include: occasionally operating a personal or City-owned motor vehicle to drive to and from meetings and business locations; ability to talk, hear and listen, use of hands/fingers to type and handle, feel or manipulate objects constantly; frequent sitting; occasional standing, walking, and reaching with hands and arms; visual acuity to focus on details at a close distance, and make general observations and inspections; frequent handling of objects weighing up to 10 pounds, and up to 25 pounds occasionally.

MINIMUM REQUIRED QUALIFICATIONS (EDUCATION, LICENSE, TRAINING AND EXPERIENCE):

Bachelor's degree in Human Resources or related field and three (3) years of experience administering or supporting benefits programs in an internal human resources environment. Demonstrated experience working with sensitive and confidential information and effectively interpreting and applying laws, policies, rules and regulations to applicable situations. Excellent customer service skills. Valid CO Driver License. A combination of education and experience may be considered.

Preferred Qualifications:

Professional benefits certification and/or experience administering benefits for a local government or public sector employer. Experience with self-funded medical programs. Experience with Oracle HR software preferred.

VISION MISSION VALUES:

The City's Core values are in every employee's individual Performance Plan which helps us to reinforce our expectations for living and working by our Core Values.

Every City employee is expected to perform his/her job to the highest professional standards. This includes upholding the City's values with integrity and accountability, acting in a manner that is respectful and inclusive towards others, and adhering to the City's policy on employee conduct as detailed in the personnel rules sec. 70-143.

Vision: We Dream Big and Deliver

Mission: We are dedicated to delivering superior services to enhance the lives of everyone in our community.

Values:

Innovation: We excel in creativity, flexibility and the use of best practices while valuing diverse backgrounds, ideas and perspectives.

Passion: We are a high performing, inclusive team inspiring each other to pursue excellence.

Opportunity: We value our diversity, embrace possibilities, face challenges, persevere and take action to deliver quality results.

The City is an Equal Employment Opportunity

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.arvada.org>

Position #2022-00129
BENEFITS SPECIALIST
AS

8101 Ralston Road
Arvada, CO 80002
720-898-7555

Aswan@arvada.org

Benefits Specialist Supplemental Questionnaire

- * 1. Do you have a minimum of a Bachelor's degree in Human Resources or related field and three (3) years of experience OR a combination of education and experience to total seven (7) years administering or supporting benefits programs in an internal human resources environment?

- Yes
- No

* 2. Do you have a valid Driver's License?

- Yes
- No

* 3. Briefly describe your experience managing an internal benefits program. If none, enter N/A.

* 4. Why are you interested in working for the City of Arvada?

* Required Question