



City of Allentown

Position Description

Class Title: Benefits Coordinator
Grade Number: N10 (Non-Exempt)
Department: Risk Management
Union: None

GENERAL PURPOSE:

Performs a variety of administrative and professional work in coordinating benefits programs of the City of Allentown, including health, wellness, and pension benefits for active and retired employees. Utilize excellent verbal and written communication skills to disseminate information to employees, professionals, and public.

Responsible for administration of the city employee benefits program. As needed, provides special guidance and assistance to all bureaus on various employee benefit plans. Surveys industry and/or community to determine company's competitive position in employee benefits. Participates in process to develop, recommend, and install approved, new, or modified plans and employee benefit policies, and supervises administration of existing plans. Develops cost control procedures to assure maximum coverage at the least possible cost to company and employee.

SUPERVISION RECEIVED:

Works under the supervision of the Risk and Safety Manager.

SUPERVISION EXERCISED:

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Knowledge of national health care policies and associated reporting requirements essential.
- Collaborate with payroll department and ensure that retiree contributions and pension deductions are processed accurately and in a timely manner.
- Communicate with benefit providers to ensure services are supplied according to agreement.
- Provides services to retirees to answer their healthcare benefit questions, resolve problems related to access to or payment of benefits, orient newly eligible employees and process benefits enrollment forms and changes.
- Maintains employee benefits data and personnel files by submitting proper documentation for benefits and interacting with payroll department. Ensures the

- accuracy and data integrity of the Enterprise Resource Planning (ERP) database.
- Coordinate and facilitate annual retiree open enrollment process as well as distribute materials for the enrollment period.
 - Prepare communications for information to former employees and retirees about benefit programs, procedures, changes, and government mandated disclosures.
 - Utilizes internet-based and other appropriate tools for enrollment and maintenance of retiree benefits.
 - Coordinate transfer of data to external vendors, plan providers, auditors, and consultants.
 - Perform customer service functions by answering employee requests and questions.
 - Assist in development and administration of all the department's goals, objectives, and systems.
 - Work successfully and productively in a team environment or independently and deal with multi-tasks effectively and establish priorities.
 - Calculates employee benefit coverage for group medical, dental, life insurance as well as other employee benefit programs. Creates statistical reports and analysis capturing data useful to management decision making.
 - Identifies and implements opportunities for plan improvements based on market analysis to ensure a competitive fringe benefit package.
 - Conducts, participates in, and analyzes local and national benefit surveys to identify trends, opportunities for improvement, and to ensure benefit package competitiveness.
 - Reviews and analyzes employee/physician benefit plans to ensure compliance with federal and state regulations.
 - Scrutinizes proposed changes with brokers, actuaries, attorneys, and consultants; and assists in implementing approved changes.
 - Participates in the development of plan descriptions, handbooks, and training programs to provide management and employees with information necessary to understand their benefit programs.
 - Prepares reports and forms to ensure the City of Allentown's compliance with the Employee Retirement Income and Security Act (ERISA), which includes preparation of Internal Revenue Service, Department of Labor forms and summary annual reports.
 - Assembles documentation to assist in calculating annual budget, enhance effectiveness of programs, internal control program costs savings and ensure adherence to legal and regulatory standards.
 - Investigates and analyzes existing benefit programs of proposed and newly acquired affiliates to determine comparability with existing benefits.
 - Assists in finding opportunities to control benefit costs through the negotiation of benefit contract terms, the competitive bid process, and ensuring the existence of effective and efficient administration.
 - May serve as a resource and mentor to other staff on problem solving routine to complex issues related to program policies and procedures.

- All other duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

- A. Associate's Degree in Human Resources Management, or a related field.
- B. Two to three years in human resource management, benefits coordination preferred.
- C. Equivalent combination of related education and experience.

Necessary Knowledge, Skills, and Abilities:

- A. Knowledge of personnel and benefits practices and procedures, including, but not limited to benefits administration.
- B. Knowledge of Federal, State and Local legislation governing employment.
- C. Knowledge of computers and computer software, with ability to apply this aptitude in word processing, spreadsheet development, and document merges, etc.
- D. Thorough knowledge of proper records management, retention of records and cataloguing of files.
- E. Ability to prepare and analyze comprehensive reports, carry out assignments, and administer existing and proposed programs.
- F. Ability to communicate effectively verbally and proficiently in writing with various employees, labor unions and the public.
- G. Ability to learn and apply personnel policies and procedures of the City of Allentown, insurance plan benefits, programs, and other policies.
- H. Ability to maintain confidential and sensitive information
- I. Able to work successfully and productively in a team environment or independently and deal with multi-tasks effectively.
- J. Strong ability to perform well and be unfailingly diplomatic in a high pressure and complex environment.
- K. Excellent problem-solving skills with the ability to envision and deliver innovative solutions.
- L. Proven analytical, planning, and organizing skills.
- M. Excellent communication and interpersonal skills with ability to listen effectively, respond appropriately, and maintain mutual comfort level while relating to a diverse workforce.
- N. Results and people oriented but have sound judgment and the ability to balance other business considerations.
- O. High energy level, ability to multitask, establish priorities, and work independently.
- P. Ability to establish credibility and be decisive.

TOOLS AND EQUIPMENT USED:

Requires intensive daily use of personal computer, including word processing, database, and spreadsheet programs; calculator, telephone, copy machine, and fax machine.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment can vary.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.