

MANAGER, BENEFITS

Reports to: Assistant Superintendent, Human Resources

Division: Human Resources

Our ideal candidate

You are an innovative professional with excellent oral and written communication skills. You hold yourself accountable for your work, assume responsibility for your professional development, and take the initiative to solve problems, either independently or in collaboration with others. You use your outstanding organizational skills to successfully set priorities, work accurately and efficiently, and meet deadlines. Your business acumen and attention to detail help you excel in the financial aspects of the work, such as reconciliation of monthly statements. You demonstrate compassion and sensitivity toward participants eligible for benefits in facilitating their utilization of benefits. You are committed to providing exceptional service to Santa Barbara County Education Office eligible participants.

General description

Under administrative direction, plan, coordinate, and administer benefits programs and services for all eligible participants, including medical and dental insurance, voluntary insurance plans, deferred compensation, and other benefits. This position interacts with eligible participants at all levels of the Santa Barbara County Education Office and serves as the subject matter expert in health and welfare benefits. The incumbent will exercise leadership and initiative in the development, recommendation, and implementation of new or modified benefits programs and policies.

Specific duties and responsibilities

1. Lead the annual health benefit renewal cycle; partner with broker, representatives of SISC joint powers authority, and SBCEO management, employee, and retiree representatives to review rates, analyze employee and organizational needs, and evaluate SBCEO benefits in relation to the labor market in order to recommend the selection of benefit plans and programs.
2. Manage all aspects of the annual open enrollment cycle; plan and coordinate the health fair and education sessions for all benefit programs; coordinate and present benefits information to eligible participants at workshops, orientations, and health fairs, and in individual meetings.
3. Provide information and guidance to eligible participants regarding benefits and related programs and services; facilitate the resolution of claims and coverage issues.
4. Compose and edit a range of benefits communications, including open enrollment packets, benefits flyer for new hire orientation, benefits summaries for recruitment, and articles for SBCEO newsletter; promote SBCEO's benefits to current and prospective employees.

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5. Review, verify, and process documents related to benefits; maintain accurate, confidential records of participants' benefits elections and utilization; reconcile monthly carrier statements with SBCEO databases to ensure accuracy of billing and participant coverage.
6. Ensure benefit administration system is maintained accurately; participate in evaluation and selection of new systems; collaborate with information technology staff to lead system testing, updates, and implementation as necessary.
7. Conduct cost and other statistical analyses as needed for benefit plan actuaries, auditors, and senior management.
8. Ensure SBCEO's benefit programs are in compliance with applicable laws and regulations, including but not limited to COBRA, ERISA, HIPAA, and ACA; maintain retiree enrollments in health plans according to SISC requirements and Medicare rules; represent SBCEO in all health and welfare benefit audits; ensure that required benefit plan testing, notices, documents, and filings are completed accurately and submitted on a timely basis; review new legislation and propose compliance strategies for benefit plans.
9. Make recommendations to senior management about policies, regulations, contract negotiations, and operational procedures as they relate to benefits programs.
10. Supervise staff who provide support related to benefits and leaves of absence; provide training, review work, set performance standards, ensure accountability, and coordinate and manage all timelines and projects.

Requirements

Education: Bachelor's degree in business or public administration, human resources, communications, or related field is preferred.

Experience: Five years of professional or managerial experience in human resources or business, including two years of experience administering benefit plans and programs as a primary assignment. Experience administering benefits programs for a large employer (50 or more covered employees), in a unionized environment, and/or as part of a shared risk pool is preferred.

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Knowledge of:

- Practices and trends in employee benefits administration
- Practices and principles of management, supervision, and training
- State and federal laws, rules, and regulations related to employee benefits programs and leaves of absence, including COBRA, Cal-COBRA, ERISA, FMLA, CFRA, HIPAA, and ACA
- Medicare rules sufficient to maintain retiree health plan enrollments and coordinate SBCEO plans with Medicare
- County Office organization, operations, policies, and objectives
- Contract negotiation process in a unionized work environment
- Arithmetic, including percentages and fractions
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Modern office practices, procedures, and equipment
- Standard office productivity software applications

Ability to:

- Interpret, explain, apply, and ensure SBCEO's compliance with laws, regulations, policies, rules, and procedures related to assignment
- Analyze situations accurately and adopt an effective course of action
- Prepare a variety of benefits-related documents, correspondence, and communications
- Reconcile monthly carrier statements with SBCEO databases
- Use a variety of computerized database and enterprise software programs
- Ensure accuracy and integrity of benefits information contained in databases
- Show sensitivity toward individuals who may be experiencing health challenges, job loss, and other stressful situations affecting benefits status and utilization
- Supervise, train, and manage the performance of assigned staff
- Plan and organize work of self and others
- Set and adjust priorities for self and others
- Establish and maintain effective working relationships with individuals at all levels of the organization
- Communicate effectively both orally and in writing
- Develop and make effective oral presentations
- Work independently and as member or leader of a team, as needed
- Make accurate arithmetical computations
- Work with speed and accuracy
- Understand and follow oral and written directions
- Meet schedules and deadlines
- Maintain confidentiality of employees' personal data, health information, and other sensitive material

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Licenses and certificates

- Designation as a Certified Employee Benefit Specialist by the International Foundation of Employee Benefit Plans is desirable.
- Possession of a valid California Class C driver's license is required.

Working conditions

Typical office environment; occasional travel to other sites and meetings is required.

Proposed Management Salary Range 19

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| <i>Approved by the Personnel Commission:</i> | May 24, 1995 |
| <i>Revised (title change only):</i> | January 25, 2001 |
| <i>Revised:</i> | June 29, 2006 |
| <i>Revised:</i> | April 25, 2019 |