

The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.

DEFINITION:

Perform professional, confidential and highly responsible administrative duties in overseeing, administering and coordinating the benefit plans for the town and school personnel and retirees; serves as the primary point of contact in the Human Resource Department for all employee medical, dental, life, vision and flex spending information. Perform varied and responsible duties requiring independent judgment in ensuring conformance with applicable laws, regulations, collective bargaining agreements and departmental policies related to employee benefits.

SUPERVISION:

Works under the general guidance of the Town Administrator and/or designee, following department rules, regulations and policies, requiring the ability to develop employee benefit programs and operation objectives.

DISTINGUISHING CHARACTERISTICS:

1. Follow departmental rules, regulations and policies requiring the ability to plan and perform operations, to complete assigned task or tasks according to prescribed time schedules, but referring unusual problems to supervisor. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem.
2. Performs routine or standardized work, which involves proper organization and choice of action requiring the application of established rules and procedures which may affect the quality, accuracy, or utility of results. Work includes significant communication with new hire employees, employees and/or retirees at times of open enrollment and/or a life change event as well as termination including retirement, FMLA and leave of absence. Communication is both written and verbal. Attention to detail is required as many options and related payroll deductions are involved. Ability to understand the payroll and accounting systems required.
3. Work involves frequent contact with individuals that may include town and school personnel, representatives from insurance carriers, federal/state governmental agencies, former employees, retirees and/or their beneficiaries, peers from other municipalities and representatives of professional organizations. These interactions require tact and a thorough knowledge of department policies and programs.
4. Has regular access to confidential information, Town-wide and personal information, personnel files and serves as custodian of all benefit related information, respecting the application of regulations and policies of confidentiality, privacy and public record.
5. Errors of omission or commission, due to inaccuracies in reports or basic records could cause substantial costs to individuals and the Town.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended 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

EXAMPLES OF WORK: Included but not limited to:

1. Manages and administers the insurance offerings for all town and school personnel and retirees; explain benefit plans, costs and procedures, advising employees and eligible retirees of benefit options; assists employees with enrollment changes and termination of benefits, ensuring that the correct payroll deductions are put in place.

2. Verify that all new enrollees, change in coverage, cancellations have been processed. Notify payroll and/or retirement boards of employee/retiree deductions. Reconciles account lists with payments, resolves billing, cancellation or changes of coverage problems with the insurance carriers. Organize and oversees the open enrollment process, schedule Health Fair, if needed, sends notification to all employees/retirees and provides updated insurance information on benefits and cost.
3. Processes payment of premiums of medical, dental, vision, life, unemployment and flex spending.
4. Reconciles, collects monies, prepares spreadsheets, tabulates and deposits payments from the Massachusetts Teachers Retirement Board, Norfolk County Retirement Board, COBRA payments, Self Pay from retirees/surviving spouses and employees on leave.
5. Conduct orientation for subscribers turning 65 years of age on to Medicare.
6. Provides one-on-one counseling for employees, retirees and their beneficiaries on benefit matters associated with life changes, i.e. new hires, retirement, births, death, marriage and divorce.
7. Performs monthly and quarterly audits of town wide health insurance budget and bills. Ensures that payroll and retirement deductions coincide with insurance monthly invoices.
8. Maintain the town's web site to ensure all insurance information is current.
9. Administrative liaison to the Employee's Insurance Advisory Committee. Schedules meeting, prepares agenda, takes and transcribes minutes in report form, provide information as to recommended rates, costs, refunds of insurance and/or to introduce new programs.
10. Provide detailed spreadsheet for budget process, developing cost projections for employee/retiree benefits program
11. Maintain spreadsheet on indirect cost on health, dental and life insurance on school department and sewer & water department personnel for Town Accountant and maintain spreadsheet to keep information up to date pertaining to OPEB
12. Completes reports as required – IRS/SSA/CMS (Centers for Medicare & Medicaid Services, Health Insurance Cost Study for U.S. Census Bureau.
13. Provides assistance to Town Administration on a variety of functions, which may change over time i.e. preparing cost estimates in changes of health insurance coverage, etc.
14. Complies with HIPAA regulations.
15. Keep up to date and knowledgeable of all health insurance and benefit related federal and state laws such as Health Reform Act, Medicare A & B, HIPAA (Health Insurance Portability and Accounting Act, HIRD (Health Insurance Responsibility Disclosure), COBRA (Consolidate Omnibus Budget and Reconciliation act), FMLA (Family Medical Leave Act), M.G.L chapter 32B and Chapter 150e as it related to health benefits, etc
16. Responsible for the accrual process; ensures that time cards are submitted on a weekly basis; monitors and update the sick, vacation, personal, compensatory time accruals/usages database for all town employees on a monthly basis. Ensures that it is in accordance with the Personnel By-laws and/or union contracts.—Provide fiscal year end accrual value report for Auditors; Oversee the sick leave banks for the non-union, clerical, DPW, Fire and Police, ensures that policy and procedure are being followed. Serves as Town representative for the Clerical, DPW, Fire and Non-union Sick Leave Bank Committees.
17. Administers and coordinates Workers' Compensation program for all town and school personnel (excluding Police & Fire), process paperwork, enter work related injury for carrier online. Tracks injuries for time lost, medical treatment received and compensation paid to ensure compliance with all laws and regulations. Notify payroll of reduced wages while receiving worker's comp compensation.
18. Minutes taker of the Personnel Board; attend night meeting, prepare agendas, takes, transcribes and presents in report form minutes of meetings. Prepares correspondence when necessary.
19. Performs similar or related work as required, directed or as situation dictates.

DESIRABLE QUALIFICATIONS:

Education, Training and Experience: Bachelor's Degree in Business Administration or Human Resource desirable; four years of work experience in a business environment with three or more years of experience in human resource and/or benefits administration or any equivalent combination of education and experience.

Knowledge, Abilities, and Skills: Extensive knowledge of the specialized field of employee benefits; working knowledge of Chapter 32B of the Massachusetts General Laws. Knowledge of Federal and State laws and regulations relating to employee benefits administration, i.e. COBRA, FMLA, HIPAA, etc. Complete working knowledge of office administration, record keeping and automated office systems and procedures. Ability to

maintain a high level of confidentiality, carry out assigned projects to their completion, communicate effectively both orally and in writing; Ability to establish and maintain effective working relationships with employees, Town officials, retirees and the general public; Ability to maintain accurate and detailed records, respond to general or specific questions regarding policies or procedures and to recognize those instances when inquiries should be referred to a supervisor or to a policy board, work independently and exercise sound judgment; Ability to multi task and to handle stressful situations; Proficiency with computer software applications including database, spreadsheet, word processing and other computer software. Excellent customer service skills;

TOOLS AND EQUIPMENT USED:

Personal computer including word processing, spreadsheet, and database software; mainframe computer system, calculator, telephone, copier, scanner, printer, fax machine and postage machine.

PHYSICAL DEMANDS:

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. Regularly required to use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Ability to occasionally lift and/or move office supplies up to 25 pounds; Ability to manually operate all office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus. Ability to talk, hear, walk, read and sit.

WORK ENVIRONMENT:

Work is performed under typical office conditions; work environment is moderately noisy with very frequent interruptions throughout the day.

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