**BENEFITS SUPERVISOR**

**(Equity and Human Resources)**

**Pay Range: $25.79/hr. - $38.62/hr. ($53,643.20 - $80,329.60/annually)**

**Shift: Monday - Friday, 8:00 AM - 5:00 PM (40 hours/week)**

**Location: 330 W. Church St. Bartow, FL 33830**

***Health Benefits Package, Including Paid Holidays***

**Must have the physical, developmental and mental ability to perform job tasks, work efforts, responsibilities and duties of the job illustrated below:**

**MAJOR FUNCTIONS**

Serve as the Board of County Commissioners (BoCC) liaison with the County Constitutional Agencies for its self-funded employee benefits programs and serve as the BoCC’s primary contact for vendors and third-party administrators. Administer all BoCC’s benefit programs, which include the Florida Retirement System (FRS) Pension, Deferred Retirement Option Program (DROP), Investment Plans, and insurance policies such as health, vision, dental, life, and disability. Coordinate and facilitate health insurance open enrollment meetings. Keep current with applicable Federal laws, state statutes and county policies.

This position supervises two employees, Benefits Specialist and Retirement Benefits Specialist, and reports to the Employment and Benefit Services Manager.

**ILLUSTRATIVE DUTIES**

Consult and collaborate with the Equity and Human Resources Director, Risk Management Director, the Employment and Benefits Services Manager, and contracted consultants regarding the drafting and implementation of benefit proposals, programs and/or plan design changes to control risks and losses, while meeting the needs of the BoCC employees. Review all health plan documents for accuracy and completion and ensure all programs are in compliance with Federal laws, state statutes and county policies.

Update and maintain the Oracle benefits eligibility database for all BoCC active employees and retirees. Supervise and train benefit employees. Provide eligibility files for BoCC employees/non-Medicare retirees and Constitutional agencies to third party administrators/vendors. Provide up-to-date benefits material, communication, education, and service to all BoCC employees and retirees so they may remain current/informed about benefits.

Attend and participate in the Insurance Committee meetings. Coordinate and chair meetings of BoCC and Constitutional agencies’ HR Benefits staff, as needed. Provide guidance and instruction to management, employees, and retirees regarding the BoCC’s health plan and benefits program, and interpretation of benefits plans policies and procedures.

Conduct annual open enrollment. Prepare all required information/reports after open enrollment for issuance to plan administrators. Verify all mid-year requests have the necessary documentation/enrollment forms, for both new and existing employees experiencing a major life change. Review medical, dental, vision, life insurance and Flexible Spending Accounts (FSA) new/updated enrollment paperwork to determine if payroll adjustments are required for missed/incorrect deductions, and requests that necessary forms be completed to accommodate necessary adjustments.

Serve as the Oracle Advanced Benefits (OAB) functional leader of the Oracle core team. Responsible for all testing/identification/coordination of any current and future database issues and/or reporting improvement needs.

Act as liaison between the BoCC and Constitutional HR/Benefits personnel and advise them of all plan updates and/or changes in policies and procedures. Troubleshoot when benefit program issues cannot readily be resolved and advise Constitutional HR/Benefits personnel on an “as-needed” basis.

Assist third party administrators, Constitutional agencies, existing and potential plan members with questions or concerns regarding benefits and insurance claim adjudication issues. Respond to eligibility related inquiries from plan members and third party administrators/vendors on a regular basis, and ensure the resolution of any discrepancies in data as quickly as possible.

Update and maintain the benefits eligibility databases for all BoCC active employees, and complete interface of eligibility files for BoCC employees/non-Medicare retirees and Constitutional agencies to third party administrators/vendors.

Coordinate, review, and update employee benefits packages. This includes the preparation and updating of benefits materials, including designing, developing and implementing a health plan education communication program utilizing various media, such as brochures, newsletters, e-mail bulletins, and other appropriate educational formats, in collaboration with the Communication Division.

Provide member services, including assisting enrollees in comprehending and interpreting the provisions of the employee benefits package which includes medical/prescription drug plan; employee/dependent life insurance; long term disability insurance; dental and vision benefits programs; employee assistance program/mental health benefits; and flexible spending account programs, as provided for eligible employees/retirees and their dependents.

Upload FSA file for BoCC (and participating Constitutional agencies when applicable) and send to the plan administrator. Download/review FSA deduction reports and reconcile to ensure accurate deposit information is sent to the plan administrator each pay period. Download post interface vendor eligibility reports to review and facilitate the correction of any errors.

Administer the Florida Retirement System (FRS) Pension, Investment Plans and Disability along with the DROP program for eligible employees and retirees. Provide customer service to retiree population for constitutionals as well.

Identify and address issues related to COBRA administration for BoCC and Constitutional agencies health plan participants continuation of coverage. Facilitate the processing of benefit terminations for COBRA eligible BoCC plan members.

Coordinate the distribution of benefits materials for BoCC employees/retirees, and the Constitutional agencies’ employees/retirees, by making the materials compatible for their use with or without adaptations. Maintain the employee/retiree web applications in collaboration with the Communication Division.

Develop and prepare benefit information and ensure it is presented at New Employee Orientation classes to inform new employees about the employee benefits package options and enrollment policies and procedures.

**KNOWLEDGE, ABILITIES AND SKILLS**

* Experience in health insurance plan administration and claim review, evaluation and analysis.
* Knowledgeable in Section 125 of the IRS Code regulations.
* Knowledgeable in Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) regulations.
* Knowledgeable in Florida Statutes governing health insurance policies (ss. 627.601-627.6499).
* Knowledge of medical procedure codes.
* Knowledge of and ability to use personal computers and supporting software and other standard office equipment.
* Knowledge of and ability to use general accounts payable/receivable practices and database reporting.
* Ability to independently prepare and produce various written documents, brochures and materials.
* Ability to prepare and make public presentations.
* Ability to courteously and effectively deal with plan enrollees, public officials, plan administrators/staff persons.
* Ability to utilize all features afforded by personal computer software utilized by the work unit.
* Excellent communication skills – written and oral. Demonstrated ability to not only communicate but prepare comprehensive reports and represent ideas clearly and concisely.
* Demonstrate independent thought leadership and possess thorough decision making skills.

**MINIMUM QUALIFICATIONS**

* Graduate of an accredited four (4) year college or university with a bachelor’s degree in Human Resources, Public Relations, Business Administration, or a related field.
* Minimum of three (3) years’ experience in the administration of a coordinated health care plan.
* Must be proficient in use of Word Processing (Microsoft Word), Spreadsheets (Microsoft Excel), Electronic Mail (Microsoft Office) and Human Resources Software (Oracle).
* A minimum of two (2) years’ experience supervising employees.
* Must have a valid driver’s license and be able to secure a valid Florida driver’s license at the time of employment.

**SPECIAL REQUIREMENT**

**This position may be required to report for work when a declaration of emergency has been declared in Polk County.**