



## **BENEFITS PROGRAM SPECIALIST**

### **GENERAL RESPONSIBILITIES**

Under the leadership of the Coordinator of Benefits and/or the Director of Benefits, the position is responsible for managing health and welfare programs, plans, and systems for employees and retirees of Virginia Beach City Public Schools and the City of Virginia Beach. Lead assigned staff in the administration of employee benefits and wellness as it relates to customer service, legislative compliance, data analytics/management, benefits/retirement plan management, wellness and condition program management, technical programming, financial management, marketing, and communications.

### **ESSENTIAL TASKS**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Research and coordinate implementation of new legislative requirements including business process development, technical programming/interfaces, and notifications.
- Lead and provide input into the evaluation of staff; provide professional development and training to staff.
- Attend internal and external training, professional development, conferences, seminars, and webinars and register for organizational subscriptions to maintain knowledge and expertise within the industry.
- Serve on the leadership team, collaborating with other team leaders and director, to manage the overall administration and quality of the department.
- Manage relationship with plan/program account representatives to ensure satisfaction/compliance with contract requirements
- Performs related work as required

### **JOB SPECIFIC ESSENTIAL TASKS:**

#### Program/Plan Management

- Manage benefit, retirement, wellness plans and programs, and any on-site services in compliance with policies and procedures, legal requirements, and plan documents.
- Administer plans, programs, and services for city employees, school employees, city/school retirees, and COBRA/PHSA participants with separate database/human capital management systems, interface files, web portals, policies, eligibility, communication methods, technical access, finance systems, and collaboration with separate city/school staff.
- Conduct compliance testing for plans/programs.
- Review and research trends, health claims, and program statistics to determine impact; prepare analytics and make recommendations for plans and programs.
- Perform calculations and counseling of employees to understand plan/program options and financial impact.
- Analyze data extracts to ensure accuracy of system setup and plan/program administration.
- Access vendors' secure online systems and update/manage data, as necessary.
- Maintain compliance with legally required participant notifications.
- Perform required plan testing and reporting with governmental agencies.
- Develop scope of services for Requests for Proposal (RFP) and/or draft competitive bids for services; participate as a member of the selection committee as needed.
- Collaborate and provide recommendations for input into the division's strategic plan.
- Provide review and resolution of appeals.
- Develop and execute benefit/retirement/wellness fairs, events, screenings, classes, seminars and program registrations.
- Manage staff providing eligibility, enrollment, compliance, counseling, and claims support for employees, retirees, and PHSA participants
- Manage relationship with plan/program account representatives to ensure satisfaction/compliance with contract requirements.
- Collaborate with VBCPS and City departments, division leaders, vendor representatives, and community partners for coordination and implementation of plans and services.
- Participate on, and contribute to, internal and external boards, panels and steering committees.
- Develop and conduct presentations as requested.
- Coordinate resources and implement plans and transition to new plans/carriers.
- Assist in the development of the department's budget for operational management.
- Develop marketing plan and communication content, determining appropriate media dissemination.
- Develop and implement operational protocols, guidelines, and business processes.
- Prepare and submit applications for health services grants and awards.



Data/Technical/Financial Management

- Determine and program benefit plan setup, eligibility criteria, rate tables, and automation rules for City/Schools HRIS benefits modules
- Design access database, tables, and queries for managing payments and administration of benefit plans and programs.
- Perform data extracts from various sources and validate information for valuations, financial analysis, surveys, claims audits, governmental reporting, legislative reform analysis, plan management, FOIA, open enrollment, strategic planning, reconciliations, and ad-hoc requests
- Prepare enrollment and financial analytics and statistics.
- Perform import of data into City/Schools HCM systems from electronic benefit elections, and/or mass additions and terminations of benefit plans or financial credits/deductions
- Perform computation of payments from various sources for payment requests to vendors; establish wire requests via City Treasurer's Office.
- Receive and appropriately allocate funds and deposit payments.
- Determine appropriate enrollment and credit earned for plans and programs and prepare interdepartmental transfer of funds to reallocate amounts to appropriate general ledger accounts.
- Interface enrollment elections to vendors and validate vendor data
- Maintain financial and statistical reporting to provide data to Schools Business Services, City Finance, actuarial consultant, and/or in response to requests from members of City Council, School Board, media sources, and public requests for information.
- Recommend City/School system programming and perform testing involving personnel transactions affecting benefit plan rules, eligibility and enrollment.
- Develop efficient and accurate business workflows, methodologies, reporting, and analysis to meet the technical demands of benefit plan and program administration.
- Provide language for technical requirements for RFPs/Contracts; perform technical implementation and determine financial arrangements with new vendors; perform analysis and testing of file layouts.
- Collaborate with colleagues of City/School departments/technical programmers, benefit vendor programmers, and system experts to determine plan setup, functionality of system, interdepartmental business processes.
- Build and test new benefit plans, changes, and upgrades in HCM systems.
- Analyze and resolve system errors in benefits module of HCM systems.
- Manage and facilitate all programming requests from the benefits department with City/Schools IT staff.
- Develop and perform training to end users for City/Schools HCM system enhancements.

**KNOWLEDGE, SKILLS AND ABILITIES**

Must have comprehensive knowledge and understanding of benefit/retirement plan administration, health promotion, disease prevention, wellness programming, policies, practices, and legal requirements governing employee benefit plans, and health and welfare plans. Must have an in-depth working knowledge of HCM systems. Must have the ability to comprehend and apply computer languages and software applications in order to manipulate data tables and implement new functionality within existing systems; ability to establish and maintain effective relationships with city and school officials, and employees; ability to communicate effectively, both orally and in writing; and the ability to lead staff and manage a team. Must be able to perform project management in a complex environment with multiple and changing demands. Must have public speaking experience, analytical, strategic planning/development, and critical problem-solving skills.

**EDUCATION AND EXPERIENCE**

Bachelor's degree in health education/administration, health promotion, public health, human resource management, or related field, required. CEBS certification desired; four (4) years of experience in employee benefits/retirement/wellness administration, required; two (2) years of supervisory experience required. Experience working with Lawson System, Oracle, or similar HRIS system required. Experience with Virginia Retirement System. Knowledge of computer languages, e.g., COBOL and SQL preferred. Familiarity with complex software applications; Audit Command Language (ACL) and Crystal Reports helpful. Proficiency in Microsoft Word, Excel, Outlook, Access, and PowerPoint required.

A comparable amount of training and experience may be substituted for the minimum qualifications



**PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle, or feel objects and controls. Physical capabilities to effectively use and operate various office equipment, such as, but not limited to, a personal computer, calculator, copier, and fax machine are necessary. Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

**SPECIAL REQUIRMENTS**

Possession of a valid Virginia Driver's License and a vehicle for transportation

Regular and reliable attendance is an essential function of this positon.