

COUNTY OF SOLANO

CLASS SPECIFICATION

BENEFITS MANAGER

CLASS SUMMARY:

Under general direction, the Benefits Manager plans, organizes, coordinates, and supervises the operations of the benefits unit within the Department of Human Resources; manages the Countywide database that supports human resources activities including the accurate payment of salaries and benefits to County employees; and acts as a working supervisor by performing the most complex, technical, and sensitive assignments.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Director of Human Resources** which has management level authority over the operations and activities of the Department of Human Resources.
- **Assistant Director of Human Resources** which has the responsibility for the management over one or more of the functional areas of the Department of Human Resources.
- **Human Resources Manager** which has the responsibility for planning, organizing, and directing the service delivery of broad human resources functions to County departments.

ESSENTIAL DUTIES:

This class specification represents the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

- Responsible for the management, administration, and communication of the County's benefit programs including medical, dental, vision, life, long term disability, flexible spending, retirement, and 457 deferred compensation plans; conducts comprehensive compensation studies; brokers benefits contracts and renewals; performs related day-to-day activities as required.
- Provides strategic direction and oversight; plans, organizes, supervises, and evaluates the work of the staff responsible for processing personnel and employee benefit transactions.
- Analyzes and evaluates legislation, government codes, ordinances, and other regulations to ensure County compliance and determine impact on the various programs.
- Manages the Human Resources Management System (HRMS) database that supports the Countywide payroll activities including the accurate payment of salaries and benefits to employees of the County and special districts: maintains the human resources information to ensure accurate implementation of daily processing and reports; ensures that personnel information is updated; provides input to computer systems staff for implementation of changes to earnings, deductions, and benefits programs; gathers and processes benefit plan changes and new requirements; develops specialized queries; assists in developing project plans and timelines; serves as an information source for Information Technology staff and key users to implement changes; verifies system functionality by testing; coordinates training of end users; coordinates and implements system upgrades and updates; reviews and identifies effects of changes on internal and system processes; provides input for development of system interfaces and reports; troubleshoots system problems; interfaces with representatives of other departments to establish, modify and/or correct errors in the HRMS.
- Investigates the more complex employee insurance issues and responds to employee and provider inquiries.
- Manages contracts and compliance: monitors and oversees contract development for annual unit contracts, particularly those employee benefit contracts related to health insurance plans; manages development, distribution, and evaluation of requests for proposals and bid proposals; coordinates actuarial studies; requests contract approvals and amendments.

- Assists in evaluating the efficiency and effectiveness of unit programs, operations, procedures and practices: directs and/or participates in administrative studies or management projects; coordinates the preparation and implementation of unit procedures, guides, position descriptions, desk reference manuals and other resource materials; prepares annual reports and other public relations documents on services and activities.
- Performs other duties of similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Either:

Bachelor's Degree in Business Administration, Public Administration, Accounting, Finance or closely related field from an accredited college or university;
and

Three years of benefits administration experience in a public or private agency which included one year as a lead or supervisor, and one year of Human Resources Management System and/or human resources administration experience.

Or:

Seven years of progressively responsible benefits administration experience in a public or private agency which included one year as a lead or supervisor, and one year of Human Resources Management System and/or human resources administration experience.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

Driver's License Class C

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Federal, state, and local laws, policies, and regulations governing employee benefits plans and processes.
- Generally accepted standards and principles associated with human resources management systems.
- Personnel tracking and position control systems.
- Standard and accepted principles and practices of supervision, leadership, motivation, team building, organization, and conflict resolution.
- Public contracting principles and practices to include Federal and State law, methods of purchasing by specification and competitive bidding, and contract administration techniques.
- Oral and written communications, business correspondence, and report writing.
- Standard office procedures, practices, equipment, personal computers, and software.
- Office methods and practices.
- County operations and programs, organization, policies and procedures.
- Techniques of administrative analysis, office management and the application of data processing to personnel programs.

Skill and/or Ability to:

- Principles and practices of employee benefit plan administration, policies, and procedures.
- Supervising the work of others engaged in providing human resources management services including benefits administration by effectively delegating responsibility and authority to others,

determining and evaluating levels of achievement and performance and securing cooperation and teamwork among professional and/or support staff.

- Interacting with other management level employees to identify and solve Countywide human resources management system related problems and to improve human resources management system services.
- Understanding, interpreting and explaining laws, regulations, and policies governing personnel program operations.
- Communicating effectively both verbally and in writing to include narrative and statistical reports.
- Demonstrating tact and diplomacy.
- Reading, understanding, and interpreting computer printouts containing payroll/personnel data.
- Projecting consequences of decisions.
- Understanding and communicating goals and objectives of the department.
- Establishing and maintaining cooperative working relationships.
- Collecting and analyzing data to establish/identify needs and evaluate program effectiveness and understanding program objectives in relation to departmental goals and procedures.
- Complying with laws, regulations, and professional practices governing personnel program services and operations.
- Maintaining accurate records and documenting actions taken
- Organizing and prioritizing work assignments.
- Researching regulations, procedures and/or technical reference materials.
- Maintaining confidentiality of information.
- Explaining and applying policies, procedures and processes.
- Using modern office equipment, computers and related software applications.
- Representing the office and communicating information and ideas clearly, concisely and effectively
- Working with various cultural and ethnic individuals and groups in a tactful and effective manner
- Evaluating and resolving unusual situations using County policy and procedures.
- Establishing and maintaining effective working relationships with those contacted in the performance of required duties.

ADA REQUIREMENTS:

Positions in this class typically require crouching, reaching, standing, walking, fingering, feeling, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

OTHER REQUIREMENTS:

Independent travel is required.

CLASS HISTORY AND CLASS INFORMATION:



Director of Human Resources

- Date Approved by the Director of Human Resources: 10/2/2012
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: 10/2/2012, Retitled 6/6/2023
- Date(s) Revised: 5/8/2023 and 8/6/2024
- Date(s) Retitled and Previous Titles of the Class: 5/8/2023 Benefits and Fiscal Manager
- Class Code:197060