

TOWN OF SUDBURY
Position Posting
Human Resources Generalist/Benefits Coordinator
35 hours per week

The Town of Sudbury is accepting applications for the position of Human Resources Generalist/Benefits Coordinator, who administers the Town's benefits program for town/school employees/retirees and assists the Assistant Town Manager/Human Resources Director with the administration of the Human Resources functions. The successful candidate will administer the Town's benefits program for town/school employees and retirees; maintain confidential employee records, enter/audit personnel status changes; coordinate worker's compensation, IOD, COBRA, ADA, FMLA, and other leaves; along with handling property, casualty and general liability insurance claims, unemployment compensation and all other insurances for the Town. This position has access to confidential information which may include matters related to collective bargaining, grievances, and employee personnel records. Multi-tasking, computer literacy and accuracy is of the utmost importance in this position. Errors could result in delay, loss of services, and have possible legal and/or financial repercussions.

Candidates must meet the minimum requirements contained in the job description posted at <https://sudbury.ma.us/HR/>.

The salary range is \$59,951 to \$72,629 (with full range to \$78,844) plus excellent benefits. Starting salary is based upon qualifications and typically in the first half of the salary range. Preference will be given to candidates who have municipal Human Resources and Benefits Administration experience, especially related to the GIC (Group Insurance Commission) and municipal pension systems. Email letter of interest and resume to Bilodeaum@sudbury.ma.us. Resumes accepted until February 27th, 2024 at 12:00 Noon. Resumes will be reviewed as received and position open until filled. AA/EOE

See complete job description below:

Human Resources Generalist/Benefits Coordinator

Position Purpose:

Administers the Town's benefits program for town/school employees and retirees; maintains confidential personnel records, entering and auditing personnel status changes. Coordinates worker's compensation, IOD, COBRA, ADA, FMLA, and other leaves. Assists the Assistant Town Manager/Human Resources Director with the administration and coordination of the Human Resource Functions. Performs all other related work as required.

Supervision:

Scope and Judgment: Performs varied responsible duties requiring thorough knowledge of benefits administration; exercises judgment and initiative in responding to inquiries, interacting with the public, and administering the functions of the office.

Supervision Received: Works under the administrative direction of the Assistant Town Manager/Human Resources Director, following department rules, regulations and policies, requiring the ability to plan and perform operations; only unusual cases are referred to supervisor.

Supervision Given: Supervises one employee and a senior tax worker.

Job Environment:

Work is performed under typical office conditions with frequent interruptions and requests for information; work environment is moderately noisy. Operates a computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Makes regular contact with department heads, employees, retirees, payroll office, insurance carriers and the general public. Contacts require considerable judgment, patience, courtesy and discretion and the ability to handle sensitive and confidential information in a professional manner. Serves as primary information source for School Human Resource Manager regarding benefits.

Access to confidential information may include matters related to collective bargaining, grievances, employee personnel records, FMLA/other types of leaves, Worker's Compensation, MGL C.41, 111F compensation, property and casualty insurance, general liability insurance, unemployment compensation and all other insurance for the Town.

Required to follow HIPAA guidelines. Errors could result in delay, loss of services, and have possible legal and/or financial repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only 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.)

Assists in the efficient operation of the Human Resources Office through the performance of various administrative and clerical functions.

Coordinates the benefit plans of the Town including the school department. Communicates the Town's insurance benefit programs to employees, retirees, and their beneficiaries. Maintains communication with insurance providers by telephone and e-mail.

Provides one on one counseling for employees and retirees and their beneficiaries on benefit matters associated with life changes, i.e. new hires, retirement, births, deaths, marriage, and divorce.

Provides information and answers questions and concerns from town/school employees regarding benefits. Provides appropriate forms and paperwork upon request. Investigates inquiries from employees regarding benefits-related matters; solves problems; calms and consoles employees as appropriate.

Ensures the proper and timely processing of all required employee benefit activities, including enrolling employees in benefit plans, maintaining benefits changes for active, retiring and terminating employees. Provides terminating and retiring employee with information regarding their options upon termination or retirement.

Maintains database of retiree benefits and regularly audits health, dental, and life insurance enrollments/changes and retiree contributions where applicable for all group plans including health, dental, life, worker's compensation.

Conducts employee orientation program for new Town employees. Coordinates annual Open Enrollment and Benefits Fair for Town and School employees.

Compiles data for salary surveys.

Works with Accounting Department reconciling payroll deductions for retiree's health/dental/life insurance and assists with calculating assessments/refunds for each subscriber due to changes in benefit premiums. Notifies the retirement boards to make the proper deductions changes.

Works with the Accounting Department on billing for health/dental/life insurance premiums for any employee who is on leave of absence, work injury leave, or retired.

Assists with written correspondence on behalf of the Assistant Town Manager/Human Resources Director, assists with reference checks on new hires, advertisement of position vacancies. May be required to work on special projects.

Assists with monitoring life insurance membership lists for changes; calculates adjustments; processes all life insurance claims.

Processes invoices for payment and submits data to Accounting Department; maintains records as required. Process bond applications/vehicle endorsements/certificates of insurance. Monitors Town fleet schedule for accuracy.

Serves as coordinator of the COBRA plan for all school and town employees.

Serves as coordinator for both the Insurance Advisory Committee and Safety Committee. Also serves as liaison between insurance carrier and injured employees in all workers compensation matters.

Prepares bills payable vouchers/monitoring of expenditures. Types a variety of correspondence, memoranda, forms, composes correspondence. Manages all departmental records and filing system related to employee benefits, workers compensation, and FMLA.

Conducts group meetings for benefit enrollment and orientation. Coordinates annual open enrollment for employee benefits. Organizes employee benefits fair.

Assists in the preparation and submission of the budget.

Updates personnel database (salary grids, address changes, grade changes, step changes, emergency contact information). Assists in the development of the Employee Handbook and Sick Leave bank.

Provides administrative support to the Assistant Town Manager/Human Resources Director.

Makes strategic recommendations for benefits programs and plan development. Assists in development of plans and procedures to ensure compliance with new federal and state mandates concerning employee personnel and benefit issues.

Provides technical leadership and expertise on all benefit-related issues.

Complies with HIPAA regulations.

Ensures that all benefits department forms are completed by employees and in accordance with local, state, and federal laws.

Serves as the Human Resource Administrator in the absence of the Assistant Town Manager/Human Resources Director.

Performs other duties as assigned by the Assistant Town Manager/Human Resources Director.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree or work experience/education equivalent in benefits administration and/or human resource administration. Master's Degree preferred. 7+ years of experience in benefits administration, generalist, or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: General knowledge of the operation of the Human Resources Department and related functions, as well as benefit programs. Working knowledge of federal and state laws and regulations relating to employee benefits administration, i.e. COBRA, FMLA/other types of leaves, HIPAA, Workers Compensation, Medicare, etc. Working knowledge of employee group health, life, and dental plans. Complete working knowledge of office administration, record keeping and automated office systems and procedures.

Ability: Ability to establish and maintain effective and harmonious working relationships with town and school employees, town officials, and insurance vendors. Ability to communicate effectively in written and verbal form. Ability to maintain complex record keeping systems in accordance with federal and state laws. Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure. Ability to operate standard office equipment. Ability to handle sensitive issues discretely. Skill to demonstrate sensitivity to employee related matters. Ability to multi-task, organize, work independently, accomplish tasks, meet deadlines despite frequent interruptions in a fast-paced environment. Computer literacy and accuracy is of the utmost importance.

Skill: Skill in operating computers and applicable software applications; strong attention to detail and accuracy; must be efficient in excel. Excellent communication and problem-solving skills.

Physical Requirements:

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. Lifts/moves objects weighing up to 10 pounds. Communicates verbally and in writing. Manually operates all office equipment. Ability to operate a keyboard at an efficient speed. Vision requirements include the ability to read routine and complex documents and view computer screens.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)