



Classification Title: Manager, Human Resources – Benefits

Department:	Human Resource Services	EEO6 Code:	1
Employee Group:	Administrative Association (Classified Administrator)	Salary Grade:	52
Supervision Received From:	Director, Human Resources and/or the Assistant Superintendent/Vice President, Human Resource Services	Date of Origin:	10/2019
Supervision Given:	Assigned Classified, hourly, and volunteer employees	Last Revision:	3/2025

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Manages, oversees, coordinates, and administers the District's comprehensive health and wellness benefits programs for employees and District retirees, including health benefits, workers' compensation, retirement, employee leaves, Americans with Disabilities Act employee accommodations, and tax-deferred savings plans; participates in the full range of state-mandated functions associated with the development and administration of collective bargaining agreements and employer/employee relations in regard to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS.

The Manager, Human Resources – Benefits classification is distinguished from the Benefits Specialist class by its responsibility for oversight and administration of the District's health and wellness program and supervision of assigned staff. The classification is further distinguished from the Manager, Human Resources – Operations classification by its responsibility for oversight of the District's benefits program, while the latter classification oversees general personnel and recruiting functions.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Manages, oversees and administers the day-to-day operations of the District's benefit services programs, including employee benefit enrollment; employee contributions; and vendor payments for health, life, dental, long-term disability and vision, Consolidated Omnibus Budget and Reconciliation Act (COBRA), and Flexible Spending Account (FSA) plans; coordinates work assignments with assigned staff, establishes schedules to meet deadlines, and facilitates the continuous workflow of the benefits area.

3. Manages and oversees the maintenance and implementation of District-wide changes resulting from collective bargaining, federal and state legislation; coordinates assignments with staff, establishes schedules to meet deadlines, and works to facilitate the continuous workflow of the assigned area.
4. Under the direction of the Director and/or Vice President, develops, administers, and implements the District's comprehensive plans under Human Resources, to include but not limited to the Staffing Master Plan, Equal Employment Opportunity (EEO) Plan, Program Review and Planning report and service area outcomes; supports the institutional self-evaluation process for reaffirmation of accreditation by coordinating the response to accreditation standards involving Human Resources and developing and providing information and data relative to assigned areas of responsibility.
5. Manages, oversees, and administers District retirement plans, maintaining in-depth knowledge of the District provided retirement benefits; ensures compliance with retirement reporting and reconciliation; and oversees retirement enrollment in District's retiree plans.
6. Manages, oversees, and administers District leave plans; initiates leave documentation for employees, and tracks required medical and personal certifications; prepares payroll adjustments; transitions short-term leaves to longer-term leaves as appropriate; ensures federal and state compliance related to leave administration.
7. Maintains in-depth knowledge of all District benefit plans and related laws, rules and regulations; conducts complex research and analysis of federal and state legislation relevant to benefits; reviews changes in benefits regulations, identifies impacts to the District, and implements changes as necessary; ensures benefits program requirements meet and maintain compliance.; consults with and advises employees, their beneficiaries, retirees, the public, agencies and vendors, and unions on the interpretation and application of laws, rules, policies and procedures related to benefits and retirement services.
8. Assesses operations of the benefits area, and other Human Resources areas as assigned, to identify improvements in operations; develops plans and implements changes as appropriate.
9. Manages, oversees and can assist in the reconciliation of payments for employees' benefit vendors and retirement contributions resulting in multiple payrolls each month; develops and implements controls for fiscal accountability reviewing for accuracy and compliance of monthly reconciliation; authorizes payment of billing statements, including remittance of the District's premium contributions; receives and deposits payments from employees on occasion.
10. Manages and oversees the District's annual benefits program open enrollments and new hire benefits orientations and benefits enrollment processes; prepares communication materials for enrollees; schedules and conducts open enrollment meetings; calculates new premium schedules; interprets employee benefit plan coverage and verifies eligibility and completion of enrollment forms; processes enrollments in PeopleSoft and with insurance carriers; oversees the entry of employee enrollment and plan change data.
11. Manages and administers the District's workers' compensation program; resolves processing of escalated workers' compensation claims; evaluates claim trends; makes and implements recommendations for improvements; troubleshoots issues and escalates claims issues to the insurance carrier; identifies areas of potential liability and resolves issues with the insurance, leadership, and departments while minimizing risks; . prepares annual compliance reports relevant to workers' compensation, including, but not limited, to the Occupational Safety and Health Administration (OSHA) and the California Office of Self-Insurance Plans (OSIP).
12. Manages and administers the District's 403(b)/457 tax-deferred retirement savings programs; oversees the coordination of third-party administration to ensure regulatory compliance; monitors regulatory changes affecting 403(b)/457 plans; communicates changes to stakeholders and proposes program changes.
13. Manages and administers the employee disability accommodation process in accordance with the American with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA); conducts interactive processes to determine employee accommodations; recommends and works with employees' supervisors to implement approved accommodations.

14. In coordination with the Director and/or Vice President, trains and coaches managers and supervisors on effective supervisory and employee relations principles and practices; consults with employees and their representatives to identify and resolve employee/employer-related problems and issues; assists managers and supervisors in formulating corrective and disciplinary action.
15. Creates and conducts staff development activities, District and Human Resources initiatives and administrative processes, including, but not limited, to training and staff development, labor relations, grievances and/or complaints; develops policies, procedures, class specifications, and other Human Resources documentation as assigned by the Director and/or Vice President; may provide work direction and guidance to other Human Resources staff.
16. Responsible for conducting, researching, and analyzing data and creating, maintaining, and revising documents and statistical reports related to assigned areas of responsibility.
17. Serves as a liaison to human resources staff at other institutions; responds to external requests for information related to assigned areas of responsibility.
18. Serves as a liaison and maintains collaborative professional relationships between the benefits area, other District departments, insurance carriers, insurance brokers, vendors, and others contacted in the course of work.
19. Attends the District's Benefits Committee and other committees as assigned; prepares meeting agendas and issues meeting notices; takes and transcribes meeting minutes as directed.
20. Represents the District at a variety of internal and external meetings, events and conferences.

Marginal Functions:

1. Provides backup for other department staff; as requested, provides administrative support to the Director, Human Resources.
2. Maintains and updates the department website as it relates to the assigned area.
3. May provide guidance and direction to student and short-term workers.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four years of experience in employee benefits administration, including one year of supervisory or two years of lead experience.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with coursework in human resources or a closely related field.

Licenses/Certifications: Possession of a current, valid California Driver's License by time of appointment.

Preferred Qualifications:

A bachelor's degree in human resources or a related field from an accredited college or university.

Knowledge of:

1. Principles and practices of supervision, training, and evaluation.

2. Principles, practices and trends of public personnel administration.
3. Applicable sections of the various federal and state regulations relative to assigned area of responsibility, including, but not limited, to the Fair Labor and Standards Act (FLSA), Health Insurance Portability and Accountability Act (HIPAA), Internal Revenue Service and California tax regulations, the Family Medical Leave Act (FMLA), COBRA, Americans with Disabilities Act, the California Education Code, Labor Code, and Government Code..
4. California State Teachers Retirement System (CalSTRS), , California Public Employees Retirement System (CalPERS), Federal Insurance Contributions Act (FICA), Accumulation Program for Part-Time and Limited Service Employees (APPLE) and alternative retirement plans. Organization, operations, policies and objectives of a community college.
5. Provisions of the California Public Records Act and the Ralph M. Brown Act.
6. Practices and techniques of employee benefits, leave plan administration, workers compensation, employee accommodations, tax-deferred savings programs, tax sheltered programs, and retirement program coordination and administration.
7. Principles, practices, terminology and organizational structure used in accounting, benefits and retirement administration, relevant to community colleges.
8. Basic employee/labor relations principles and practices, including contract administration.
9. Applicable federal, state and local laws and regulations.
10. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
11. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
12. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
13. Research methods and data analysis techniques.
14. Human resources and general accounting systems and associated systems, practices and procedures for processing information and interpreting input and output data.
15. Modern office practices, procedures and equipment including computers and applicable software programs.
16. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.
17. Human resources practices and principles of labor contracts.

Skill in:

1. Supervising, training, and evaluating the work of others.
2. Understanding, interpreting, explaining and applying policies and procedures related to benefits, leaves, and retirement.
3. Representing an employer effectively in meetings with other departments and employees.
4. Composing clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
5. Tracking statistical information utilizing complex spreadsheets and databases.
6. Communicating clearly and effectively, in both orally and in written English.
7. Operating a computer, enterprise software, spreadsheet and word processing software and other standard office equipment.
8. Organizing and maintaining specialized files.
9. Maintaining confidentiality of files and records.

10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
11. Exercising tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment. Duties require occasional travel to District and other locations.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.