



City of Irving Job Description

Risk & Benefits Advisor

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	Q081	Reports To (Job Title):	Workforce Services Manager

PURPOSE

To perform complex analysis, research, evaluations and studies related to the Risk Management and Employee Benefits sections of Human Resources, particularly including trend analysis with respect to liabilities and policy comparisons. Further, this position will make policy recommendations, and will, as assigned, lead projects (e.g., fact-finding initiatives) and/or specific Risk and/or Benefits programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Gather, organize, analyze, and summarize a variety of statistical data (financial, participation/enrollment, claims, etc.); conduct surveys, feasibility studies, and benchmark comparisons with regard to Risk Management and Employee Benefit programs.
- Create cost/liability projections, showing how different scenarios and different policy choices would likely alter cost trajectories.
- Review and analyze employee benefit and insurance programs, contracts/policies provisions, usage and trends and recommend changes to improve or restructure employee benefit and/or risk management programs, including contract administration and to resolve complex and difficult challenges.
- Monitor self-funded and contracted employee benefit and risk management program usage, trends, expenditures, claims administration, and the application of stop loss or excess insurance contract provisions.
- Evaluate unusual and difficult issues and challenges concerning employee benefit and risk management programs and processes; develop, recommend, and/or implement solutions, especially in unique situations, requiring the interpretation of policy intent in the absence of applicable or clear procedural guidelines.
- Plan, develop, implement, maintain, and revise complex employee benefit and risk management programs, rules, policies, and procedures. Plan and conduct studies of employee benefit and risk management programs to determine their effectiveness.
- Remain abreast of trends and emerging innovations in the areas of Risk Management and Employee Benefits; make recommendations in order to incorporate best practices into these programs.
- Advise department heads, supervisors, and employees in the interpretation and application of employee benefit and risk management rules, regulations, policies, procedures, and concepts, as well as, in determining liability causal factors and preventive actions that may comprise risk mitigation strategy; provide technical expertise on employee benefit and risk management issues.
- Advise Risk Management Specialists and Benefits Specialist, insurance carriers, and/or third party administrators of potential issues and action required to solve problems; assist in vendor negotiations for administration of employee benefit programs, insurance, contracts, and agreements; direct the work of consultants as assigned.

- Direct the work of consultants as assigned; Review certificates of insurance and policy coverage forms as needed, submitted by City contracted vendors for compliance with City safety and insurance requirements.
- Administer random DOT testing program; work with departments to keep DOT personnel list up to date; assure that mandated testing has been done; serve as primary DOT contact for health fitness vendor.
- Subrogate claims with responsible third parties for damage repair to, or replacement of, self-insured City property, and maintain a spreadsheet log of subrogation claim activity.
- As assigned, maintain, update, and monitor insurance schedules for City vehicles, property, fine arts, and contractors' equipment; request certificates of insurance as needed, assist in developing bid specifications for insurance services, and assist in claim handling of damage to insured City property.
- Coordinate projects and work in conjunction with other Human Resources sections, vendors, third party administrators, insurers, and other governmental agencies to assure Employee Benefits and Risk Management programs and policies are compliant and effectively complement other City initiatives.
- As assigned, assume primary program management responsibility for complex risk management programs and projects.
- Develop requests for proposals (RFPs) for Risk Management programs, and assists with the development of RFPs for Employee Benefits programs; evaluate insurance policy and/or third-party administration proposals; interviews vendors; drafts, implements, and administers contracts; oversee vendor, third party administrator and insurer contract performance.
- As directed, and in consultation with Employee Benefits & Risk Management subject matter experts as well as the Employee Engagement Specialist, compose employee benefit and risk management policies and procedures; determine appropriate language for program booklets, binders, policies and summary plan descriptions; write employee benefit and risk management material; contribute clear, comprehensive correspondence, reports, announcements, training materials, newsletters, and employee notifications on a wide variety of technical and professional material.
- Gather, input, access and analyze employee benefit and risk management program-related data.
- Collaborate with the Talent Development Administrator to assess departmental Risk Management training needs.
- Review and evaluate the impact of current or pending legislation and other data pertaining to public employee benefit program and risk management and propose recommendations of the appropriate policy/program response.
- Respond to internal and external inquiries related to employee benefits & risk management.
- Maintain, collect, update, and advise on the revision of Key Performance Indicators (KPIs) for the Risk Management and Employee Benefits sections of Human Resources.
- Make presentations to employees, departmental management, and others concerning Employee Benefits and Risk Management policies, costs, trends, competitiveness, etc.

OTHER DUTIES AND RESPONSIBILITIES

- Assist with Human Resources events, including (but not limited to) the annual Safety and/or Benefits fairs.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 3-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Has budget monitoring responsibility over a millions of dollars in expenditure and liabilities.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- A Master's in Public Administration, Public Policy, Finance, Business Administration, Human Resource Management, or another related field of study; *or*
- An equivalent qualification, *such as* a Bachelor's in a related field of study *and* two (2) years of additional experience.

EXPERIENCE

- One (1) year of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- None.

KNOWLEDGE OF

- Industry Terminology: Commonly understood phrases and concepts with respect to Risk Management and Employee Benefits.
- Insurance policies and procedures regarding claims administration and reserve calculation.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Government Policy: Policies, operations, and processes at the local, state, and national levels.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Economics: Principles and practices of the financial markets, banking, and the analysis and reporting of economic data.
- Municipal Operations: Current social, political, organizational, and economic trends affecting municipal government.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Contract Management: Methods for administering and managing contracts, understanding the terms and conditions of contracts, and payment thereof.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar).

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Executive Summary: Synthesizing and simplifying complex concepts for executive audiences.
- Functional Supervision: motivating, developing, and directing people as they work.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Originality: Developing unusual or clever ideas about a given topic or situation, or developing creative ways to solve a problem.
- Planning: Sensing the environment and setting goals and objectives.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Program Assessment: Evaluating current / potential programs for effectiveness and efficiency.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Strategic Planning & Research: Informed by experience, developing and implementing strategic plans, outcomes measurement, and evaluation. This includes performing data analysis, as well as summarizing, interpreting results/findings, and making presentations.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Tailored “Two-way” Communication: With Excellent Effectiveness, translating non-technical user needs into technical requirements, as well as technical systems and procedures for non-technical user training.
- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand, and as indicated by the needs of the audience.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Internally, this position engages with employees throughout the City, frequently at the supervisor, manager, and department level.

Externally, this position interacts with vendors, Third Party Administrators, insurers, professional associations, comparison cities, and other governmental agencies.

EQUIPMENT AND PROPERTY

This position utilizes standard office equipment, such as a computer/laptop, multi-function copier printer, fax machine, and/or telephone.

PHYSICAL DEMANDS

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.*

The employee constantly must listen, see, sit, stand, talk, and/or walk. Frequently, s/he must carry, pull/push, and/or lift up to 10 pounds. Occasionally, s/he must reach and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Most work takes place in a typical office environment, in which the noise level is moderate.

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

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.