



Code: 0329
Family: Human Resources
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: General Administrative

CLASS TITLE: BENEFITS MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, manages and coordinates the administration of the City of Chicago's employee and annuitants health insurance, dental, vision, long term disability insurance programs, flexible spending account plans, basic and voluntary life insurance and the city-wide Lives Healthy Wellness program initiatives and performs related duties as required

ESSENTIAL DUTIES

- Manages and oversees the administration of scheduled employee benefit enrollment and insurance premium payment operations providing direction to staff responsible for the processing of employee and annuitant benefit transactions setting short and long-term work-plans and priorities
- Participates in the selection and negotiation with insurance brokers and related vendors serving as the city liaison to hired agencies and parties to resolve issues and to ensure their compliance with contract terms and service agreements
- Chairs the city's benefits insurance appeals committee where disputed benefit enrollment and insurance claims are reviewed and assessed for validity and participates in recommending resolutions for claimant disputes
- Keeps abreast of current and pending legislation and actions pertaining to benefits, conducts benefits research, responds to benefits issues and develops effective solutions and options including costing and implementation proposals
- Analyzes the flow of employee and annuitant benefit information and develops internal procedures, guidance and training for staff to facilitate the timely and accurate update of employee information and benefits records
- Identifies required changes in business processes to ensure efficient and accurate workflow and the best utilization of system capabilities in order to fit the city's needs
- Ensures compliance with Federal and State laws, including, but not limited to the Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA), Family Medical Leave Act (FMLA), etc., and complies with required benefit reporting requirements
- Identifies changing system needs due to legal or contractual changes affecting benefits
- Establishes working relationships with sister agencies and other benefit administration organizations to share resources and develop partnerships
- Develops quality standards and performance measures to ensure that insurance brokers and vendor's adhere to established standards and recommends measures to ensure the operational efficiency of the city's health insurance, dental, vision, long term disability insurance programs, flexible spending account plans, basic and voluntary life insurance and the city-wide Chicago Lives Healthy Wellness program initiatives
- Directs the preparation of program budgets, monitors expenditures and prepares management reports on program activities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Nine (9) years of work experience in benefits program management, **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Public Administration, or directly related field, plus seven (7) years of work experience in benefits program management, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, or directly related field, plus five (5) years of work experience in benefits program management, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Business Administration, Public Administration, or directly related field, plus four (4) years of work experience in benefits program management

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanners)

PHYSICAL REQUIREMENTS

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- applicable City departments and departmental services, programs, and resources
- *program planning and administration
- employee benefits programs
- benefits eligibility programs
- benefits program management and administration

Moderate knowledge of:

- *management and supervisory methods, practices, and procedures
- budget preparation and planning

Some knowledge of:

- *applicable computer software packages

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
 - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
November, 2016; April, 2025