CLASS TITLE: Benefits Manager

CHARACTERISTICS OF THE CLASS: Under direction, the class manages the City’s employee and retiree benefits programs; and performs related duties as required.

ESSENTIAL DUTIES: Administers employee benefits programs such as basic and major medical, dental, optical, unemployment and group life insurance coverages; works with other city departments and committees in developing requests for proposals (RFPs and RFQs) to solicit proposals from benefits vendors; negotiates with insurers, claim administrators and benefits vendors on rates, services and payment premiums; participates in the vendor selection and contract process; oversees the activities of staff engaged in advising employees of benefit eligibility, researching and recommending options and plan changes and administering insurance coverage programs; manages the design of benefits programs to control costs; evaluates the services of employee benefits providers and makes recommendations regarding contract renewal; analyzes data concerning prevailing or emergency practices among comparable organizations and modifies or recommends new programs to ensure the city stays competitive; establishes and implements policies and procedures for the administration of the benefits program; directs the claims dispute and appeals process and assists staff in resolving complaints as needed; directs the preparation and distribution of informational literature to advise employees of available benefits; conducts presentations on the city’s benefits programs to city and government officials and representatives of employee groups and associations; oversees open enrollment, client coverage notification and billing activities; directs the preparation of benefits status, cost, enrollment and related management reports.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor’s degree supplemented by five years of progressively responsible experience in benefits program management, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Comprehensive knowledge of current trends in employee benefits programs. Comprehensive knowledge of benefits eligibility programs. Comprehensive knowledge of benefits program management and administration in public and private organizations.
Ability to manage a major comprehensive benefits program for a large employer. Ability to establish benefits program policies and procedures. Ability to work with service providers and city managers, unions and city employees.

Comprehensive skill in developing and administering benefits programs. Considerable skill in costing benefits programs. Excellent research and analytical skills. Excellent oral and written communication skills. Good human relation skills.

**Working Conditions.** General office environment.

**Equipment.** Standard office equipment.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

July, 2002
City of Chicago
Department of Personnel