



Employment Opportunity

Job Title: Human Resources Manager
Department: Human Resources
Grade: 24 Position#: 1540-002 Hiring Range: \$41,888.14- \$64,926.62
Apply at: Human Resources Department, City Hall, 601 Gloucester St., (2 nd Floor) Brunswick, GA 31520 or online at http://brunswickga.org/jobs.html , an Equal Opportunity Employer.
Position Open Until: Until Filled

Job Summary

Under general direction of the Assistant City Manager administers health and welfare benefits programs including group medical, vision, and basic life insurance. Serves as liaison and employee advocate with other health care product vendors to include cafeteria-style benefits and Deferred Compensation Plan. Oversees administration of Workers Compensation Insurance Program and administers COBRA and Family Medical Leave programs. Processes Pension requests. Reviews and/or performs billing for various insurance premium payments. Assists in recruiting and selection. Work is assigned by general work plan and priorities, and by special assignment. Work is reviewed by observation, conference, reports, and results achieved. Performs other related duties as assigned, in support of customer needs and organizational objectives.

Essential Functions of the Job

1. Administers Group Health Insurance Program in conjunction with an external Third Party Administrator vendor. Enrolls employees in benefit programs. Explains health plans and programs to employees in such way that they understand benefits and can make informed decisions. Keeps employees informed of benefits changes. Assists employees in filing and resolving claims. Serves as an intermediary with the Third Party Administrator and others to expedite claims payment and problem resolution. Serves as an advocate for the employee and a guardian of the Group Health Insurance Plan. Serves as the day to day contact representing the City of Brunswick with insurance and medical care providers. Coordinates enrollment activities with Payroll staff.
2. Conducts new employee orientation, explaining employee benefits programs, City Standards of Practice, general performance expectations, and the new employee's role in the organization. Ensures that new employees complete necessary forms and acknowledgements including federally required Immigration Reform and Control Act documentation and verification.
3. Coordinates and performs day to day activities associated with the City of Brunswick Defined Benefit Pension Plan, working with HR Director, Finance Staff, Pension Attorney, Plan Actuary and employees to ensure proper operation of the Plan, both for the benefit of the Plan and the

Participants. Researches issues and disseminates information. Explains Plan and options to employees in a way that is understandable. Attends Pension Administration Committee meetings. Coordinates periodic and special projects related to the Plan. Ensures that all employees have received the required information.

4. Ensures organizational compliance with federal and state laws regulating employee benefits.
5. Researches periodic changes federal/state regulations regarding benefit administration and compliance issues, ensuring that the City meets changing requirements of the regulations. Areas include extended insurance program (COBRA), Health Insurance Privacy Protection Act (HIPPA), any mandated government subsidies, Patient Protection and Affordable Care Act (PPACA), Medicare/Medicaid Second Payer Act of 2010, Family Medical Leave Act (FMLA).
6. Coordinates with Cafeteria Benefits agents/vendors/brokers on behalf of employees. Serves as liaison in getting resolution to problems.
7. Coordinates, schedules annual open enrollment for Group Health insurance and cafeteria benefits. Ensures that all employees have opportunity to participate.
8. Requests the timely release of funds to pay insurance premiums and administrative fees. Prepares monthly requests for payment of Group Health premiums. Reconciles invoices from insurance providers with payroll deductions and requests payment.
9. Reviews health insurance reports and monitors trends in usage and coverage. Makes appropriate recommendations to Assistant City Manager.
10. Works with insurance broker updating and reviewing Summary Plan Documents as needed and amending current plan in conjunction with Assistant City Manager. Coordinates with brokers and Assistant City Manager on annual contract renewals for reinsurance/excess coverage for the health plan and Workers Compensation Insurance. Ensures that proper reimbursement is provided to the City on excess claims.
11. Serves as in-house administrator for the Workers' Compensation Insurance program and serves as liaison with Third Party Claims Adjusters (TPA), administrators and attorney. Gathers, disseminates, and files appropriate records and reports. Ensures that departments and supervisors submit proper and timely reporting. Follows up with the TPA and employees to ensure that cases are managed properly and timely and that employees return to work as soon as possible. Researches issues regarding resolution of large claims. Ensures that City meets legal obligations to the employee and in accordance with state law in conjunction with TPA.
12. Coordinates receipt of accident reports and follows-up on proper reporting. Maintains automated records of accident/incidents. Ensures that reports are channeled to proper staff members.
13. Maintains manual and automated confidential medical and benefits records, including employment information.
14. Provides statistical reports to State US Department of Labor to include New Hire Reporting and Employment statistics. Responds to surveys and requests from other cities and counties.
15. Administers Family Medical Leave Act (FMLA). Provides timely notification to employees of rights and responsibilities under the Act. Coordinates and communicates leave status with supervisors,

opportunities for light duty work, and return to full duty.

16. Administers extended health care coverage through the federal COBRA programs. Ensures that timely notifications are provided and that premiums are paid.
17. Assists in recommending and preparing Human Resources policy revisions.
18. Directs and participates in the development, implementation, and administration of all Human Resources programs and services including services to internal and external customers. Assists managers, supervisors, and employees in meeting human resources needs, such that the manager, supervisor, and employee may perform in the most efficient manner possible.
19. Participates in manpower planning and budgeting, and recruitment and selection activities. Directs the preparation of job advertisements, receipt, recordkeeping and screening of job applications. Responsible for the referral of qualified applicants, and assists hiring managers in arranging and conducting standardized interviews. Ensures the completion of reference checks and background checks. Guides managers in the interviewing and selection process. Assures that most qualified employees are selected. Maintains recruitment and selection records.
20. Provides for orientation of new employees and for the continuous flow of information to employees regarding employer policies and expectations, job requirements, benefits, health and wellness programs.
21. Develops, interprets, and administers Human Resources Standards of Practice. Assures that practices are administered consistently and fairly throughout the organization. Counsels and provides direction and interpretation of HR policies and procedures for managers and employees.
22. Implements and directs the administration of employee benefits programs which includes group health insurance, flexible benefits, workers compensation insurance, pension plan administration, and other benefits. Designs benefits programs, selects vendors, and ensures that programs are administered properly and in compliance with applicable laws and regulations.
23. Counsels and provides employee relations support to employees and supervisors.
24. Develops and conducts employee training programs as resources are available.
25. Oversees performance management programs and assists employees and supervisors in developing performance improvement plans and training resources. Reviews performance evaluations and provides feedback to managers and supervisors. Assists in developing corrective action plans. Guides the disciplinary and grievance process such that employees have access to avenues of clear communications. Assists managers and employee in conflict resolution. Provides guidance in corrective and disciplinary action. Investigates claims of unfair treatment makes recommendation to City Manager. Provides training to managers, supervisors, and employees.
26. Conducts exit interviews and manages information such that results can be used to improve service delivery to employees.
27. Administers performance management and evaluation program. Monitors compliance with all employment laws and regulations. Identifies employee relations issues and

concerns. Keeps department heads informed of significant problems that may jeopardize the achievement of organizational objectives. Conducts departmental orientation in the implementation of policy or practice changes.

28. Oversees the maintenance of Human Resource Information Systems and Records including official personnel files, benefits, recruiting and selection, compensation and other HR related records. Monitors record-keeping systems and practices. Assures that data is accurate, secure, and in compliance with federal and state regulations.
29. Coordinates appropriate activities with other departments.
30. Speaks to groups of employees or the public. Makes presentations to community groups and elected officials.
31. Maintains cultural awareness and assists managers in developing programs or activities to enhance appreciation of a diverse work environment.

Other Tasks and Responsibilities

Performs other related duties as assigned, in support of customer needs and organizational objectives.

Knowledge, Skills, Abilities, and Other Characteristics:

1. Thorough knowledge of Human Resource Management practices and employment laws to include employment, compensation, benefits, employee relations, training, performance management, and risk management.
2. Thorough knowledge of and experience with employment practices and the laws that affect Human Resources functions and activities.
3. Knowledge of the principles and techniques effective in developing and delivering employee training programs.
4. Knowledge of Human Resources Information Systems and appropriate record-keeping practices and regulations.
5. Knowledge of and ability to effectively use automated systems in the administration of Human Resources activities and programs.
6. Working knowledge of public sector human resources management systems and organizational structures.
7. Ability to communicate effectively, orally and in writing. Ability to present technical information with concise and clear delivery.
8. Ability to develop and maintain effective interpersonal working relationships with customers and co-workers. Ability to negotiate, compromise, collaborate and developed shared understandings between people of different cultural and socio-economic backgrounds.
9. Ability to serve as mediator in employee relations issues.
10. Ability to administer a wide range of traditional human resources activities. Ability to integrate traditional human resources programs and activities with the foundation of business operations.
11. Ability to maintain and protect confidential information.
12. Ability to work independently in the absence of supervision, and to follow through to task completion.
13. Ability to manage time, and to plan, organize, and prioritize work such that work is completed according to plans and schedules.
14. Ability to manage multiple tasks, and to be flexible in changing priorities
15. Ability to anticipate problems and proactively resolve them. Ability to problem solving skills, considering all reasonable alternatives, and make recommendations for problem resolution.

16. Ability to perform the mental and physical requirements of the job. Ability to sit, stand, walk, kneel, bend, reach, and to use a keyboard, computer monitor, telephone, and calculator. Ability to speak, hear, and communicate diplomatically and to be aware of non-verbal communication cues. Ability to analyze, compile, compare, synthesize, and coordinate data and activities. Ability to instruct, actively listen, give and receive supervision as necessary.
17. Willingness and ability to demonstrate commitment to the job, team and organization.
18. Ability to help create a positive work environment which encourages individual and team growth and development.
19. Ability and willingness to perform other related duties as assigned, in support of customer needs and organizational objectives.

Minimum Requirements (Education, Experience, Training, Certifications/Licenses):

Bachelor's degree from an accredited college or university in Human Resources Management or closely related field. Four (4) years experience as a Human Resources Generalist. Computer experience. SHRM Certified Professional (SHRM-CP), SHRM Senior Certified Professional (SHRM-SCP), or Professional in Human Resources Certification (PHR) preferred. Master's degree in closely related area preferred. An equivalent combination of training and experience that would likely provide the required knowledge, and abilities to perform the job may be considered. Demonstrated ability to communicate effectively and to balance the needs of all customers. Pre-employment drug screening and physical examination required. Motor Vehicle Records history, Criminal History Background check required.