Town of Chatham
HUMAN RESOURCES/BENEFITS ADMINISTRATOR
(Personnel Policy Position)
Reporting to the Town Manager

**Definition:**
Position is responsible for administering the Human Resources function for the Town. Administrative, analytical assessment and development work to assist the Town Manager and Finance Director in the administration of compensation plans, benefit plans, personnel policies, recruitment, employee relations, and retiree benefits administration, and all other related work as required.

**Supervision:**
Works under the general supervision of the Town Manager and closely with the Finance Department. Receives oral and written instructions.

Performs responsible duties requiring judgment and initiative, in accordance with departmental policies and procedures. Refers unusual cases to the Town Manager.

May supervise part-time employees or interns.

**Job Environment:**
Work is conducted in an office setting. Frequently communicates and/or travels to department offices throughout the Town. Occasionally attends meetings out of Town. Operates a computer, calculator, fax, telephone and copy machine.

Errors could result in violation of state and federal regulations regarding employment discrimination and in the administration of benefit plans for Town employees; in the untimely processing of paperwork and payments or the disclosure of confidential information which could cause confusion, serious delay, adverse employee and public relations, legal ramifications and money loss to the Town.

Has access to extensive amounts of confidential information concerning personnel records, union grievances and collective bargaining negotiation proposals. Makes decisions on whether records are subject to disclosure or are confidential.

Has constant contact with employees and the public requiring courtesy, patience and tact. Must be able to deal with a variety of issues regarding employees, applicants, department heads and public.

Must be able to effectively make decisions and follow through with plans and policy recommendations.

**Essential Functions:**
(The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Managing the division's functional responsibilities.
Determines qualified applicants for consideration by department managers and the selecting official. Participates on search committees and assists in the selection process for most positions. Composes interview questions follow-up letters to candidates, checks references and drafts appointment letters.

Administers worker’s compensation program and coordinates all injury reports, initial medical treatment, workers compensation claims and information for Town employees; processes claims paperwork; coordinates communications with claimants, physicians and external workers comp management company; periodically reviews files and updates the Finance Director accordingly; coordinates the payment of workers comp claims to medical providers and employees.

Manages Family and Medical leave process including advising employees on their rights, creating and processing FMLA paperwork, and interacting with health care professionals to provide information on process and answer follow up questions. Through the FMLA process and separately would work with management and employee on matters relating to ADAA including participation in the interactive process, determining reasonableness of accommodations, communicating with health care providers, and transitioning into the workplace.

Acts as staff designee in complaint process and advising on processes. May conduct workplace investigations into complaints relating to harassment, sexual harassment, discrimination, etc. and provides recommendations on solutions.

Evaluates and writes policies/procedures and makes recommendations for improvement to the Town Manager. Interacts with department heads to ensure policy is adhered to and understood clearly. Advises on various employment issues and acts as an intermediary in crisis situations.

Reviews annual reports to State and Federal agencies. Develops and implements recruitment and promotional strategies for a diverse cultural workforce.

Administers all employee benefits programs including multiple health insurance programs for both current and retired employees, life insurance, dental insurance, Flexible Spending Accounts, retirement plans, disability insurance, and payroll deduction programs, longevity, sick leave incentive bonuses, and other contracted benefit programs. Processes enrollments, changes and terminations; communicates with the Finance Department for required deductions.

Receives and coordinates office communications with employees, retirees, and vendors. Responds to telephone calls; provides benefits information; Works closely with Finance Department Payroll function regarding all aspects of benefits information.

Communicates all benefit plan information to employees during on-boarding, during current employment via periodic meetings or written updates, in conjunction with an employee’s termination or retirement and throughout retirement, as needed. Working with the IT Divisions, responsible for administration of any Town on-line on-boarding or personnel system(s).
Assists in the development of special projects and management plans that generate programs at a town wide level.

Troubleshoots employee issues regarding health insurance, life insurance, dental insurance, and flexible spending accounts. Works to resolve difficult and sensitive employee benefit matters requiring excellent interpersonal communication skills to include tact, understanding, and responsiveness.

Plans and coordinates employee benefits events including the annual Open Enrollment, Benefits Fair, Years of Service Awards Ceremony, and Cape Cod Municipal Health Group sponsored Wellness Programs.

Serves on any related internal committees and the Cape Cod Municipal Health Group as alternate board member.

Develops and implements town-wide training programs. Guides and assists department heads in coordinating training and education programs for all employees.

Mediates matters between employees; works to improve communication within and between departments/divisions; answers questions and assists department heads and supervisors in procedures and regulations related to personnel administration; may assist various supervisors regarding referrals to the employee assistance program.

Assists in the preparation of labor contract proposals and may participate in collective bargaining negotiation sessions.

Participates in the preparation of the Division’s budget, prepares salary projections for budgetary purposes and participates in the preparation of the annual report.

Performs position analysis for union and management positions by reviewing job descriptions and job duties and through job audits. Studies organizational and grade structure to ensure ongoing internal equity amongst positions and departments. Maintains up to date job descriptions for all positions.

Administers performance appraisal process and reviews for step increases.

Ad hoc projects as requested, such as researching and compilation of data for the Town Manager and other departments. Performs similar or related work as required or as situation dictates.

**Recommended Minimum Qualifications:**

**Education and Experience:**
Bachelor’s degree in personnel management, public administration or related field; SHRM Certification desired. More than seven years professional human resources experience preferably in municipal government; or any equivalent combination of education and experience.
**Knowledge, Ability and Skill:**

*Knowledge:* Working knowledge of compensation and classification systems and job analysis. Understanding of principles modifying AA/EEO and ADA goals of municipal recruitment processes.

*Ability:* Ability to exercise sound judgment on complex personnel issues. Ability to exercise discretion in dealing with confidential information. Ability to explain laws, rules and regulations governing the department clearly and concisely to a variety of audiences. Ability to communicate effectively both orally and in writing at all levels of the organization.

*Skill:* Skill in the use of personal computers, particularly Microsoft suite for virtual meetings/presentations, word processing, data base management, and spreadsheet applications.

**Physical Requirements:**

Minimal physical effort generally required in performing duties under typical office conditions. Position requires the ability to operate a keyboard and standard office equipment at efficient speed. Occasionally lifts office supplies weighing 15 to 25 pounds. May travel between Town buildings.