



# Benefits and Engagement Manager

## Job Description

Department: Human Resources  
Position: Career Service  
Grade: 729  
Supervisory: Supervisor  
Reports to: Director – Human Resources

### Summary

Under the general direction of the Director – Human Resources, the Benefits and Engagement Manager is responsible for managing the benefits and employee engagement functions for Utah County Government. This position is responsible for planning, developing, and implementing new and revised benefits programs, policies, and procedures. This position is also responsible for ensuring through audits, legal reports, and personal interactions that the county benefits programs are consistently administered in compliance with county policies and government regulations. This position administers employee health, welfare, and retirement plans county-wide in accordance with federal and state regulations and ensures that plan provisions are followed. This position acts as a liaison between employees and insurance providers to resolve benefits-related problems, ensures effective utilization of plans, and promotes positive employee relations.

### Essential Functions

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

1. Participate in organizational strategic planning and administration of benefits management, employee engagement and experience, and the human resource information system (HRIS).
2. Supervise, plan, coordinate, and direct the work of assigned personnel.
3. Assist with staffing decisions within the assigned functional areas including hiring, training, performance evaluation, scheduling of workload, delegation of assignments, and retention of assigned personnel.
4. Prepare and present human resources information, initiatives, and directives; conduct research; compile pertinent data and make recommendations.
5. Oversee and lead a team in the maintenance and implementation of HRIS modules; lead change management activities for HRIS integrations.
6. Assist with maintenance and design of the Human Resources web page.
7. Develop metrics and audits to analyze performance, value, accuracy and compliance of benefits programs; perform regular audits per schedule; take appropriate action based on audit results.

### For Office Use Only

Job Code: 2280  
Job Title: Benefits and Engagement Manager  
FLSA: Exempt  
Effective Date: 11/13/2023  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: II  
Safety Sensitive: No  
DOT: No  
ML: Manager

8. Coordinate and lead new hire orientations and new hire benefits processing; ensure all new employees correctly enroll and are fully educated in the valued benefits package as a function of total compensation; counsel employees regarding benefits plans.
9. Make recommendations for modification of benefits programs, as needed.
10. Develop employee lifecycle engagement improvement strategy.
11. Implement annual employee engagement survey; analyze results and initiate the action planning process.
12. Analyze employee exit survey data, identify trends, and propose recommendations.
13. Attend department meetings to facilitate employee engagement and benefits program training.
14. Manage front office area; ensure appropriate staffing coverage; develop customer service strategy.
15. Support and improve internal and external customer service.
16. Maintain records management retention compliance.
17. Assist with reviewing and developing county human resources policies in relation to benefits and engagement programs.
18. Exemplify the desired culture and philosophy of the organization.
19. Work effectively as a team member with other members of management and the Human Resources staff.

Specific functions associated with Benefits

1. Serve as a subject matter expert with respect to benefit packages and benefits administration.
2. Administer health and welfare plans, including enrollments and terminations.
3. Lead and assist in the correction of benefits errors.
4. Administer employee benefits programs by ensuring day-to-day processing is in accordance with plan documents, County Rules and Regulations, and/or applicable federal or state laws.
5. Research the best insurance prospects for Utah County; compile recommendations and play a key role in the RFP process to select vendors.
6. Work with benefits brokers in the insurance selection process; suggest benefit program changes, plan design and other improvements to ensure the most comprehensive benefits package is offered, given budget constraints; act as a liaison with insurance carriers and foster effective relationships with client representatives.
7. Oversee processing of retirements, termination of benefits, COBRA and employee deaths; facilitate survivor benefit processing and life insurance claims.
8. Oversee annual open enrollment period during the 4th quarter of each year; arrange for distribution of plan summary materials and required notices; assist with communicating changes to employees and arrange for onsite representation by providers; conduct employee presentations; process changes within deadlines; plan, coordinate, and present activities relating to annual open enrollment periods.

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9. Review and approve monthly billing reconciliations and ensure timely payment processing; resolve discrepancies with carriers, payroll and the county; complete reports for management as requested.
10. Ensure compliance with all aspects of the Affordable Care Act (ACA) and benefits-related aspects of the Fair Labor Standards Act (FLSA).
11. Facilitate employee understanding of benefits programs; generate regular communications and counsel employees/dependents as needed; resolve employee complaints related to health and welfare plans; refer difficult or very complex complaints to plan broker or the Director of Human Resources as needed.

### **Competencies**

- Human Resources Expertise
- Communication
- Relationship Management
- Critical Evaluation
- Consultation
- Business Acumen
- Global and Cultural Awareness
- Leadership and Navigation
- Ethical Practice
- Decisive Decision Making
- Maintaining confidentiality

### **Knowledge, Skills, and Abilities**

- Knowledge of labor laws relating to benefits and knowledge of the Fair Labor Standards Act (FLSA)
- Knowledge of IRS tax regulations and requirements
- Knowledge of the Affordable Care Act (ACA)
- Knowledge of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA)
- Knowledge of federal, state, and county laws and codes affecting human resource administration
- Skilled in Microsoft Office Suite
- Skilled in advanced reading, writing, and math
- Skilled in conducting research
- Skilled in negotiating agreements
- Ability to maintain cooperative working relationships with others in the workplace and the public
- Ability to communicate effectively verbally and in writing

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- Ability to conduct group training
- Ability to maintain files, records, and reports
- Ability to make decisions free from personal bias
- Ability to maintain confidentiality
- Ability to multitask, prioritize tasks, and meet deadlines
- Ability to work under pressure
- Ability to distill relevant and useful elements from vast amounts of information and present them in terms that are understandable to the average person
- Ability to train and lead others

### **Supervisory Responsibility**

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, and smartphone. Work requires incumbent to occasionally give negative information to department heads, County employees, and the public. Work exposes the incumbent to high-stress situations including contact with the public, employees, and others in confrontational, emotionally charged, or uncomfortable circumstances.

### **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.

While performing the duties of this job, the employee is regularly required to speak, see, and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. This position requires the ability to occasionally lift or move office products and supplies, up to twenty (20) pounds. The employee occasionally drives a motor vehicle.

### **Position Type/ Expected Hours of Work**

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 9:30 a.m. to 3:30 p.m. and must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

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**Required Education and Experience**

1. Bachelor's degree in business, human resources, or a generally related field.
2. Five (5) years of broad human resource experience including benefits administration.

**Preferred Education and Experience**

1. Master of Public Administration or Master of Business Administration.
2. Five (5) years of progressive HR management experience.
3. Professional in Human Resource Certification (PHR), Senior Professional in Human Resource Certification (SPHR), SHRM-Certified Professional (SHRM-CP) or SHRM-Senior Certified Professional (SHRM-SCP).

**Additional Eligibility Qualifications**

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time with or without notice.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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