



DATE	July 2024
JOB CODE	
FLSA	EXEMPT ADMINISTRATIVE
EEO	

JOB TITLE: Workforce Services Supervisor
 DEPARTMENT/DIVISION: Workforce Services
 REPORTS TO: Workforce Services Director

SUMMARY: Responsible for benefit and risk administration, including but not limited to; managing vendors, retirement, deferred compensation, employee health & wellness center, property, fleet and worker’s compensation claims and all other forms of employee benefits and risk management. Conducts professional level human resources activities related to functional administration and may assist with other human resources activities as needed. Work requires limited supervision and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Administer all benefit and retirement plans and assist employees with related questions.
- Administer the city’s insurance program through processing claims and communicating with employees and citizens regarding status of claims.
- Oversee the city’s Safety Review Committee.
- Analyze total compensation and evaluate benefit options for the organization.
- Review current risk management processes and implement improvements as necessary.
- Partner with the City Attorney’s Office on Risk related contracts and agreements.
- Analyze impacts to changes in benefits including compensation and health benefits.
- Analyze and study the health care and benefit market to determine success of current practices and recommend new practices.
- Assist with the administration of employee health & wellness center.
- Serve as secretary to Fiduciary Committee.
- Provide professional staff support to City departments, which includes interpreting laws, regulations, rules and policies related to human resources programs.
- Research and analyze various human resource related information or situations and recommend appropriate action based on findings.
- Research, compile, analyze and prepare various reports related to City, departmental, and/or programmatic operations and activities.
- Manage assigned contract terms and agreements. Evaluate the work of external contractors and authorizes payments.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisory responsibility over benefits and risk division.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of applicable human resource program management principles, practices, methods and procedures;

- Knowledge of benefit administration practices and trends in the field of the total compensation and benefit administration.
- Knowledge of applicable Federal, State, and local laws, rules and regulations;
- Knowledge of workers' compensation principles and practices;
- Knowledge of Texas Tort Claims Act and other applicable Federal, State, and Local laws, rules, guidelines, and regulations;
- Knowledgeable in conduct of claims investigations;
- Knowledgeable in property and casualty insurance claims process;
- Knowledge of mathematical and general statistical principles;
- Skilled in conducting research and preparing related reports
- Skilled in responding to changing situation and needs;
- Skilled in collecting and analyzing data
- Skilled in resolving conflict;
- Skilled in planning and implementing projects;
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects;
- Skilled in handling and maintaining sensitive and confidential information;
- Skilled in providing customer services;
- Skilled in gathering and analyzing information and making recommendations based on finding and in support of organization goals;
- Skilled in operating a computer and related software application;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in human resources, General Business Administration or related field
- 2-3 years of self-funded Benefit, Risk Management or human resources/administration experience.

PREFERENCES:

- SHRM-CP or PHR

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.