ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Compensation & Benefits
Job Code: 3515
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage operations and staff involved in developing, implementing, and administering compensation and benefits programs for City employees.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Plans, organizes, and manages daily operations of compensation and benefits administration: establishes goals and objectives for area of assignment; reviews operational procedures and revises for efficiency and improved service; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and reviews completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; reviews and evaluates statistical data relevant to functional operations;

and provides progress and activity reports to department director and City administrators and elected officials as requested.

Serves as subject matter expert in compensation and benefits administration: advises and provides technical guidance and expertise to City administrators, elected officials, and department heads and managers; interprets compensation and benefits policies and participates in related policy development; maintains knowledge of local, state, and federal regulations governing compensation and benefits compliance; and develops and leads special projects and initiatives within assigned functional area.

Administers and evaluates benefits plans for employees and retirees, to include health, dental, prescription drug benefit, and related supplemental benefits: oversees creation of and manages requests for proposals (RFPs) for benefits related contracts; participates in comparison and selection of benefits providers; oversees and manages contract compliance and invoice processing; oversees benefits enrollment events; manages benefits related communications; provides information, answers questions, and resolves problems regarding benefits; and prepares and presents related reports.

Maintains classification structure for the City: provides information and guidance to City administrators, department heads, and elected officials regarding classification and compensation issues; oversees creation of and manages requests for proposals (RFPs) for compensation related contracts; participates in comparison and selection of compensation consultants; oversees and manages contract compliance and invoice processing; coordinates with consultants to analyze City organizational plans and forecast potential impacts; oversees, conducts, and/or participates in classification audits, job analysis, salary surveys and other classification and compensation activities; and makes recommendations regarding pay plans and pay rates.

Analyzes complex compensation data to maintain equitable pay practices; identifies and analyzes potential equity problems; provides recommendations to resolve discrepancies; prepares compensation recommendations for consideration in the annual budget process; coordinates and/or develops cost estimates to implement compensation programs and actions; and prepares and presents related data, documentation, and reports.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new products, methods, trends, and advances in the compensation and benefits practices; reads professional literature; maintains professional affiliations; and attends conferences, workshops, and training sessions as appropriate.

Communicates with City officials, supervisor, subordinates, other City employees, third party service contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, benefit plan reports, time sheets, job analysis and pay rate requests, RFPs, contracts, pay plans, benefit handbooks, budget recommendations, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Human Resources, Organizational Development, Business Administration, Public Administration, or a related field required; supplemented by five years of experience in benefits and compensation administration, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain one or more of the following certifications: Professional in Human Resources (PHR), Certified Benefits Professional (CBP), Certified Compensation Professional (CCP), Global Remuneration Professional (GRP) or similar certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks

may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.