



TOWN OF MANCHESTER



POSITION AVAILABLE

HUMAN RESOURCES BENEFITS & ENGAGEMENT COORDINATOR

\$65,000 - \$75,000

CLOSING DATE: Friday, December 6, 2024

(Applications must be received in the Human Resources Department by 4:30 p.m.)

SUMMARY OF POSITION: Under direction, independently performs highly skilled and technical secretarial and administrative work related to benefits, employee engagement, recruitment, and the administrative needs of the office. This work is confidential, requiring initiative and considerable independent judgment. We currently have 500+ active and retired employees that are eligible for benefits – medical, dental, vision, and life insurance. Providing our employees with high quality benefits and engagement opportunities will be a key focus for this role, while assisting the office with our recruitment initiatives.

DESIRABLE KNOWLEDGE AND SKILLS: Thorough knowledge of office practices and procedures and clerical and administrative tasks. Ability to acquire, in a short period of time, knowledge of regulations, procedures and policies related to Human Resources and personnel. Knowledge of health benefits coverage, delivery and administration. Responsible for handling confidential information. Able to establish and maintain effective working relationships with Town officials and employees. Excellent organizational skills. Must have good interpersonal skills, tact and diplomacy.

MINIMUM QUALIFICATIONS: Graduation from high school or equivalent plus (3) to five (5) years of experience in increasingly responsible secretarial work or customer service. Associates' and/or Bachelors' degree(s) preferred. Suitable experience may be substituted for educational attainment if deemed appropriate by the Town Manager or his/her designee. Bilingual Preferred.

ADDITIONAL INFORMATION:

Applications must be received in the Human Resources Department by 4:30 p.m. on Friday, December 6, 2024, or must be postmarked by Friday, December 6, 2024. <https://www.manchesterct.gov/Employment-Opportunities> **No faxed or e-mailed resumes and/or applications will be accepted.**

The Town of Manchester shall not discriminate based on race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Department.

The Town of Manchester is an equal opportunity employer and encourages applications from women, men, minorities, veterans and the disabled. *The above posting is intended as a guide for personnel actions and must not be taken as a complete description of the position or the process.*

TOWN OF MANCHESTER
POSITION GUIDE

Title: Human Resources Benefits and Engagement Coordinator
Department: Human Resources Department
Reports To: Human Resources Director

NATURE OF WORK

Under direction, independently performs highly skilled and technical secretarial and administrative work related to Human Resources and personnel functions. This work is confidential, requiring initiative and considerable independent judgment.

ESSENTIAL JOB FUNCTIONS

Please note, that the percentages of time allocated to each responsibility in this job description are approximate and may vary depending on project demands and Town needs. The listed duties represent the core responsibilities of this position, and additional tasks may be assigned as required.

Parts:

Insurance (Benefits) – 35%

- Responds to employee questions regarding policies, insurance and pension.
- Gathers material, data and information for review by supervisors and prepares reports of some complexity, relating to OSHA reporting and compliance.
- Responsible for planning, preparing and implementing open enrollment for 500+ active and retired employees.
- Coordinate group health, dental, worker's compensation, FMLA, life insurance, flexible spending and retirement plans.

Engagement Coordinator – 35%

- Creates and organizes training opportunities for Town employees based on employee and leadership feedback.
- Oversees the onboarding process for new Town hires.
- Oversees internal employee engagement efforts.
- Maintains internal and external Internet pages and engagement calendar for Town employees.
- Organizes and attends employee engagement functions.

Recruitment – 20%

- Works daily with HR software to maintain listing of job vacancies, coordinates advertisements, schedule oral and written exams; and handle related correspondence.
- Provides information to applicants regarding eligibility, test schedules, and test scores; maintains eligibility and certification lists.
- Administers and scores exams, as needed.
- Reports affirmative action impacts to analyze trends.
- Issues announcements, provides appropriate information as directed. Distributes position vacancy announcements in person, through the mail and electronically. Provides direct electronic, telephone or personal customer service.

Other Job Functions – 10%

- Processes departmental purchase requisitions, official invoice receiving reports, and maintains complex departmental records and files.
- May compose or originate correspondence including letters, reports, and other materials without instruction
- Greets public and may coordinate and oversee activities of other clerical staff. May train other employees.
- Prepares mass mailings both via paper and electronically.
- Data entry and operation, and database management, by and with electronic and hardcopy records
- Answers telephone calls and e-mail, resolves questions, and refers those with policy implications to supervisor.

- Performs other duties as required.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- Ability to use web applications, databases, and productivity software with efficiency and ease, including but not limited to a mastery of Microsoft Office Suite with proficiency in Excel programming.
- Thorough knowledge of office practices and procedures and clerical and administrative tasks.
- Ability to acquire, in a short period of time, knowledge of regulations, procedures and policies related to Human Resources and personnel.
- Responsibility to handle confidential information.
- Ability to plan and devise office procedures and to supervise and perform clerical operations without direct supervision from Department Head.
- Ability to work in organized and efficient manner.
- Ability to devise and maintain complex records and to assemble and organize data and to prepare reports from such material.
- Ability to deal courteously with the public in varied situations
- Ability to establish and maintain effective working relationships with Town officials and employees.
- Must have good interpersonal skills, tact and diplomacy.
- Ability to handle cash and negotiable instruments if necessary.
- Working knowledge of department/section policies, practices and operations.
- Considerable ability to communicate effectively orally and in writing.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

- Must be mobile and able to push/pull objects less than 20 pounds.
- Must be able to perform such tasks as filing, writing, the ability to compute, and skills which require hand-eye coordination such as using a scanner or a computer.
- Must be able to sit for prolonged periods.
- Must be able to see objects closely, as in reading and typing a document; hear normal sounds with background noise, distinguish voice patterns and communicate through speech, as in using a telephone.
- Must be able to concentrate on fine detail with constant interruption, attend to task for 45- 60 minutes at a time, remember multiple assignments given over long periods of time, and understand the theories behind several related concepts.
- Ability to get along with co-workers, supervisors, customers and the public at large.
- May be exposed to dust, fluctuation in inside temperatures and electro-magnetic radiation as in computer screens.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school or equivalent plus (3) to five (5) years of experience in increasingly responsible secretarial work or customer service. Associates' and/or Bachelors' degree(s) preferred. Suitable experience may be substituted for educational attainment if deemed appropriate by the Town Manager or his/her designee. Bilingual Preferred.

THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.