

CITY OF CHATTANOOGA

Classification Specification Title: Total Rewards Specialist

Department: Human Resources

Pay Grade: GS.06

Supervision Received From: Director Total Rewards

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/22/07

Revision Dates: 9/26/24;

8/27/24; 10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

The incumbent is responsible for assisting with all areas of Total Rewards including employee benefits, wellness programs, FMLA, and ADA accommodations. This role ensures compliance with relevant regulations and policies while providing excellent support and service to employees. Provides information and materials to employees, vendors, and internal customers to facilitate and support the City's total rewards program.

SERIES LEVEL:

The Total Rewards Specialist is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides technical information and instruction regarding benefits coverage to employees, retirees and dependents; interprets and explains rules and procedures; answers questions; resolves problems, complaints and issues; interfaces with vendors to facilitate the timely resolution of benefit problems.

Provides technical assistance to other City Departments concerning Total Rewards initiatives.

Assists fellow Human Resources staff members in the administration of Total Rewards including medical insurance, dental insurance, short-term disability, long-term disability, and FMLA.

Coordinating FMLA requests with third-party administrators. Communicate with employees and answer questions about eligibility, coverage, and premium collection during leave and return to work. Ensure department engagement for return-to-work arrangements, maintain accurate records, and process leave management activities on time, including premium collection and reporting.

Handles duties related to front desk/reception tasks including greeting customers, inbound and outbound phone calls, and reserving conference rooms.

Works cross functionally within the organization to organize wellness initiatives to promote employee engagement.

Assists with the creation of communication material for Total Rewards, events, training, and presentations. Participates in the implementation of Total Rewards programs, events, and presentations based on identified initiatives and goals.

Assists with surveys, job aids, and reporting tools for Total Rewards.

Serve as the primary contact for employees regarding benefits inquiries, claims, and plan changes.

Maintain accurate records and ensure timely processing of employee actions including: enrollments, changes, employee leaves, return to work, and terminations.

Work with providers to resolve issues and improve service delivery.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED with college coursework in a related field and two (2) years in benefits administration, wellness programs, absence management or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of social marketing and communications strategies; leave programs and policies in accordance with the applicable federal and state employment laws such as the Family Medical Leave Act (FMLA), Pregnancy Discrimination Act, Americans with Disabilities Act, Uniformed Services Employment and Reemployment Rights Act; employee benefits programs, including health, dental, vision, life insurance, retirement plans, and other voluntary benefits; ADA

accommodations within federal and state regulations; employee benefits, wellness programs, FMLA, and ADA regulations. Intermediate skill level of Google suite, Microsoft Office suite, HRIS system(Oracle preferred), and Social Media platforms

Ability to provide exceptional employee support when dealing with very sensitive situations; maintain, in strictest confidence, information received concerning confidential matters such as personal medical and any other information deemed to be of a confidential nature; demonstrate strong interpersonal skills in developing and maintaining positive relationships with employees and third-party providers; organize, multi-task and prioritize work, at times with conflicting priorities; work independently and as part of a team.

Skills include interpersonal and communication skills, analytical and problem-solving skills, attention to detail, understanding of Total Rewards programs.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee 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 encourage both prospective and current employees to discuss potential accommodations with the employer.