CLASS TITLE: INSURANCE COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for the supervision and administration of the City’s group insurance plans and comprehensive wellness programs and performs other related assigned duties.

ESSENTIAL TASKS:

• Administers group insurance programs, including open-enrollment, and wellness programs
• Manages and supervises the counseling of employees concerning insurance matters
• Conducts cost/benefit analysis of proposals and insurance plan changes
• Serves as liaison between the City and vendors, carriers and other external service providers, including managing contract negotiations, adhering to organizational best practices
• Monitors the cost effectiveness and benefit levels of City sponsored insurance programs including conducting research, administering surveys, and prepares and presents recommendations to senior management
• Develops procedures and information systems to enhance benefit administration
• Manages operations compliance for plans, wellness programs, and healthcare reform, adhering to federal and state guidelines for continuation coverage as well as the policies, collective bargaining agreements and ordinances of the City of Tulsa, including the preparation and submission of all required reports and forms
• Coordinates and supervises the reconciliation of plan accounts, budgets and billings
• Develops and implements a comprehensive employee communication program that informs employees of insurance and benefits, insurance changes, wellness programs and other relevant information
• Supervise staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations
• Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor’s degree in business or public administration, personnel management, or a closely related field, and four (4) years of progressively responsible experience in insurance/benefits administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the methods, practices, and techniques used in the administration of a comprehensive insurance programs; considerable knowledge of accounting procedures and practices; considerable knowledge of laws, regulations and other reporting requirements related to insurance and benefits program; considerable knowledge of computer software used for benefits enrollment. Ability to effectively communicate both verbally and in writing to address elected official, managers and employee/customers; ability to make complex mathematical calculations; ability to develop benefit processing systems using acceptable procedures; ability to program and/or manage various software; ability to plan, implement, and coordinate complex programs; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; may be subject to walking, standing, sitting, reaching, bending, and climbing; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid class “D” Oklahoma Operator’s License
WORKING ENVIRONMENT:  Working environment is primarily indoors in an office setting and requires some travel to various locations to conduct retirement and insurance seminars.

Class Code: 1022  
EEO Code: E-02  
Pay Code: EX-40  

Group: Clerical and Administrative  
Series: Human Resources Management  

Effective Date:  August 15, 2016