

Job Title: Benefits & Leave Administrator

Job Status: Full-Time

Department: Human Resources

Job Grade: 604

Reports To: Human Resources Manager

Work Setting: On-Site

Pay Status: Exempt

Date Created/Updated: 1/6/2025

Location: Customer Solutions Center

Position Summary

The Benefits and Leave Administrator plays a critical role in the strategic planning, execution, and oversight of all employee benefits and leave programs. This position ensures that NBU's offerings are competitive, compliant with legal requirements, and effectively meet the needs of employees. The administrator collaborates with brokers, vendors, and internal stakeholders to deliver seamless benefits and leave processes, all while providing exceptional customer service and maintaining high standards of accuracy and efficiency.

Essential Duties & Responsibilities

Benefits Administration:

- Oversee the administration of all benefits programs, including but not limited to medical, dental, vision, life insurance, retirement plans, wellness programs, COBRA, voluntary benefits, and leave programs.
- Collaborate with brokers and vendors to evaluate, design, develop, and implement competitive benefits programs that align with organizational goals.
- Partner with the NBU Purchasing Department to ensure all purchasing laws are adhered to, including timely submission of RFPs.
- Manage the day-to-day administration of employee benefits programs, ensuring accuracy and compliance with all applicable laws and regulations.
- Respond to employee inquiries regarding eligibility, life event changes, wellness programs, and general benefits questions.
- Provide exceptional customer service to employees, addressing benefits and leave inquiries promptly and professionally.
- Serve as a trusted advisor to employees, assisting them in navigating benefits options and making informed decisions.
- Develop and update benefits communication materials, ensuring clarity and accessibility for all employees and conduct informational sessions to educate employees on benefit programs and leave policies when necessary.
- Lead the annual open enrollment process, including system setup, testing, messaging, and conducting employee meetings to communicate benefit options and deadlines.
- Maintain the benefits enrollment system, ensuring accurate data entry, regular audits, and timely updates for changes such as evidence of insurability.
- Develop and deliver orientation sessions for new hires and educational programs for current employees regarding benefit offerings.
- Monitor and manage ACA reporting, including annual filings and compliance requirements.
- Analyze benefits programs for trends, cost-effectiveness, and competitive positioning, providing strategic recommendations to management.
- oversee vendors to ensure services meet contractual obligations and address any issues or improvements needed.
- Coordinate wellness initiatives, including planning and executing the annual health fair and promoting employee engagement with wellness offerings.

Worker's Compensation and Leave Administration:

- Administer and oversee all employee leave programs, including FMLA, Paid Parental Leave, ADA, Workers' Compensation, short-term disability (STD), and long-term disability (LTD).
- Manage the end-to-end leave process, ensuring proper documentation, accurate record-keeping, and compliance with federal, state, and local regulations.
- Provide employees and managers with clear guidance on leave policies, rights, and responsibilities, and ensure timely communication throughout the leave lifecycle.
- Track and analyze leave data to identify trends and recommend process improvements or program updates.
- Serve as a liaison between employees, managers, and stakeholders to coordinate leave requests, accommodations, and return-to-work plans.
- Oversee short-term and long-term disability claims, ensuring seamless transitions and proper documentation.
- Work closely with payroll to ensure accurate leave pay calculations and benefits deductions.
- Administer Workers' Compensation claims, generate required documents, communicate with adjusters, and ensure compliance with audits.

Compliance and Reporting:

- Stay current on legal and regulatory changes related to benefits and leave programs, ensuring organizational compliance with federal, state, and local laws.
- Maintain detailed records for all benefit and leave programs, ensuring data integrity and compliance with privacy regulations.
- Generate and analyze reports related to benefits and leave metrics, providing actionable insights to HR management.
- Partner with payroll to ensure accurate benefit deductions, reporting, and compliance with financial controls.
- Prepare for and manage audits related to benefits and Workers' Compensation, ensuring successful outcomes.

General Responsibilities:

- Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines.
- Adheres to NBU safety guidelines and practices at all times and in all situations.
- Maintains a clean and safe work area, office, field site and vehicle as applicable.
- Develops & maintains effective customer service skills for communications with co-workers, customers and the public in general.
- Maintains strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents.
- Adheres to NBU policies and procedures.
- Exemplifies NBU Core Values.
- Participates in and supports initiatives to reach annual NBU Performance Measures.

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Human Resources or Business

Work Experience Time Frame: Three Years or

Administration

More

Other: [Click or tap here to enter text.](#)

Certification and Licensures Requirements

Valid Class C Texas Driver's License

Other Minimum Qualifications

- Bachelor's degree in Human Resources or Business Administration is preferred.

- Three plus years of experience in a Human Resources or insurance setting is a plus in order to possess knowledge related to Human Resources
- Resources management practices and laws, as well as insurance administration and management.
- PHR certification, while not required, is a plus.
- An approved combination of education and experience may substitute for the above-mentioned requirements.
- Exceptional attention to detail and organizational skills.
- Excellent communication, presentation and interpersonal skills.
- Proficiency in an HRIS software (preferably ADP) and Microsoft Office Suite (Excel, Word, PowerPoint).

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Phone, computer, copier, calculator, scanner.

HRIS software knowledge, such as ADP, is preferred

Experience with Machines, Tools, Equipment and Other Work Aids

[Click or tap here to enter text.](#)

Physical Demands

Standing: Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

Fine Dexterity: Constantly

Computer Keyboard

Telephone Keypad

Calculator

Calibrating Equipment

Walking: Occasionally

To Other Departments/Office/Office Equipment

Around Worksite

Lifting: Rarely

Supplies

Equipment

Files

Carrying: Rarely

Supplies

Equipment

Files

Sitting: Constantly

Desk Work

Meetings

Driving

Reaching: Occasionally

For Supplies

For Files

Handling: Frequently

Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date