



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Benefits Administrator

**DEPARTMENT:** Human Resources

**DATE POSTED:** 03/03/2023

**CLOSING DATE:** Until Filled

**FLSA CLASS:** Exempt

**SALARY RANGE:** PAY Grade G31  
\$33.24 - \$40.88 - Hourly  
\$69,144.04 - \$85,038.45 - Annually

[Click Here  
to Apply](#)

## SUMMARY

This position performs highly responsible duties related to the benefits administration function for Agency employees and retirees. This position carries out responsibilities in the following functional areas: benefits administration, compensation management, employment and retirement exits, FMLA, LOA and Workers Compensation processes.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Assesses the agency's entire benefits program and makes recommendations to the HR Director on the benefits administration process for efficiencies and improvements.
- Coordinates benefits programs based on acceptable practices and applicable laws. Adheres to special regulations governing eligibility criteria for benefit plans.
- Ensures HANO is in compliance with all benefits related legislation, including postings, notices, SPDs, Affordable Care Act, etc.
- Develops educational workshops for maximum utilization of the benefits programs. Manages the entire employee benefits process for the agency; ensures timely entry and updates of all benefits related processes.
- Manages and coordinates the agency's retirement eligibility process; initiates the retirement process for eligible employees as requested, and maintains and processes all eligible benefits for HANO retirees.
- Timely and accurately reconciles all benefit invoices on a monthly basis; completes and submits all applicable benefits reports to benefit vendors and the Finance Department as required.
- Prepares monthly activity status reports relating to all of the Agency's benefit programs.
- Reviews, manages, and audits employee benefits and compensation information contained in the agency's HRIS for accuracy.
- Utilizes full HRIS functionality to communicate and streamline the employee benefits administration process.
- Manages employee Leave of Absence (LOA) and reasonable accommodation request; responds to LOA and reasonable accommodation inquiries from employees in writing.
- Manages the Agency's FMLA process and ensures compliance with applicable laws and regulations.

- Initiates worker's compensation claims for employee's; works with the agency's workers compensation administrator to manage claims from start to finish, and ensures compliance with applicable laws and regulations.
- Coordinates and manages compensation deriving from annual performance appraisals, COLA, and all changes to salaries.
- Communicates and manages the agency's educational assistance program.
- Responsible for the monitoring of COBRA participants, including notification of any applicable laws governing the same.
- Examines and assists the HR Director in the development of personnel policies and procedures regarding benefits. Uniformly enforces policies, standards, and procedures. Ensures all employees understand policies and procedures.
- Conducts the benefits portion of new-hire orientations.
- Assists the HR Director with total compensation analysis and reviews; utilizes tools to deliver compensation information to staff.
- Assists the HR Director with HR departmental special projects.
- Assists with agency wide training and development initiatives as assigned.
- Maintains knowledge of employment law and regulations and ensures policies and practices are in compliance. Regularly works with Title VII, ADA, FMLA, FLSA, COBRA, HIPAA, ADEA, ERISA, and similar employment laws.
- Researches and makes recommendations to the HR Director on departmental improvement processes.
- Performs other duties as assigned.

#### **BEHAVIORAL COMPETENCIES**

This position requires the incumbent to exhibit the following behavioral skills:

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

*Effective Communication:* Conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment and decision making in accordance with level of responsibility.

**Leadership:** Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

**Problem Solving:** Identifies and resolves problems in a timely manner; gathers and analyzes information to develop alternative solutions; uses strong reasoning and conflict resolution skills.

**Professional Behavior:** Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

**Reliability:** Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Authority expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

**Safety Awareness:** Employee is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### ***Job Competencies***

- Extensive knowledge of public sector benefits administration and processes.
- Considerable knowledge of Equal Employment Opportunity Laws, Fair Labor Standards Act, Civil Rights Act of 1964, ERISA and related legislation and employment practices and procedures.
- Knowledge of State labor/employment laws.
- Knowledge of the Affordable Care Act legislation.
- Exceptional computer skills, particularly in Microsoft Office.
- Strong knowledge of general office procedures and practices, business English, and arithmetic.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to establish and maintain effective and courteous relationships with other employees and other business contacts.
- Ability to communicate in a public speaking atmosphere that may include executive, professional, and clerical workers.
- Ability to deal effectively with situations requiring tact and diplomacy, yet firmness.
- Above average analytical and reasoning abilities.
- Strong negotiation skills.
- Ability to coordinate several concurrent activities simultaneously.

***Education and/or Experience***

Bachelor s degree in Human Resources Management, Business Administration, or related field with a minimum of five (5) years of progressively responsible human resources experience in the areas of Human Resources administration, benefits administration, and compensation. Strong knowledge of Human Resources principles and practices related to benefits administration is required. An equivalent combination of education, training, and experience which provides requisite knowledge, skills, and abilities for this position, may be considered. Exceptional communication, attention to detail, and organizational skills is also required. Human Resources or SHRM-CP certification is a plus.

***Preferred Experience***

Experience in public sector (State of Louisiana, Office of Group Benefits (OGB)) benefits administration is highly desired.

***Technical Skills***

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a sedentary position. Daily movements include sitting; standing; bending; operating computers and other office equipment; moving about the office; carrying items such as books, binders, files, and documents; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment. The noise level in the work environment is usually moderate.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**EEO POLICY STATEMENT**

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.