



Classification Description

Job Title: Senior Human Resources Manager,
Employee Benefits & Talent Acquisition

Pay Grade: 118

Job Code: 3968

FLSA Status: Exempt

Job Purpose

The Senior HR Manager of Employee Benefits and Talent Acquisition performs advanced technical and professional work in the management of the College's Employee Benefits and Talent Acquisition areas within the Office of Human Resources. This position develops, implements and maintains comprehensive employee benefits and talent acquisition programs. For Employee Benefits, oversight includes, but is not limited to, management of the entire array of employee benefits offered to FSW employees including health insurance, life insurance, disability benefits, retirement administration, and various ancillary benefits and overall supervision of the Employee Benefits function and staff. For Talent Acquisition, oversight includes, but is not limited to, access control, approval levels and system maintenance of the College applicant tracking system; implementation and maintenance of College-wide screening committee training options; development, implementation, and maintenance of continuous strategic plan for proactive recruitment and retention programs; development and continuous enhancements for employee onboarding and orientation for all new employees; daily control for staffing temporary positions; research and implementation of best practices for area of supervision; and overall supervision of the Talent Acquisition function and staff. This position supports FSW's "Dedicate to Graduate" (D2G) mission through daily functional interactions and work performed. Work requires close adherence to stated Board Policies and College Operating Procedures, as well as applicable federal and state laws.

General Responsibilities

Essential Functions

Manages the entire array of employee benefits offered to College employees including, but not limited to, health insurance, life insurance, disability benefits, retirement administration, and various ancillary benefits.

Researches, develops and implements new benefit options to enhance the College benefits program. Collaborates with the consortium, as well as appropriate departments within the College, to facilitate the RFP (request for proposal) process for new benefit options.

Interprets policies and procedures to facilitate an understanding of benefits and processing of documents; interprets rules and regulations pertaining to various benefit programs.

SENIOR HUMAN RESOURCES MANAGER, EMPLOYEE BENEFITS & TALENT ACQUISITION

Researches and compiles information and sets up procedures/recommends policies or special projects to College leadership as required by changes in state and federal laws. Develops and revises policies and procedures as directed.

Provides College-wide leadership and authoritative advice to faculty and staff regarding insurance claims, retirement, investment options, sick leave, vacation leave, Family Medical Leave, military leave, tuition reimbursement options, and any other related programs.

Responsible for supervising assigned staff effectively to ensure accurate, timely processing of benefit related documentation including, but not limited to, the entry of detailed employee benefit data into appropriate systems; as well as accurate deduction maintenance for all employee benefit options and selections. Also ensures accurate administration and interpretation of tuition reimbursements and FSW tuition scholarships, section 125 Cafeteria Plan, Flexible Spending Account, Employee Assistance Program, and discount plans offered by the College.

Overall responsibility for the development and implementation of retirement and investment workshops and a comprehensive wellness program including various activities such as Wellness Fairs, wellness incentive programs, smoking cessation programs, and flu shots.

Ensures benefits information is presented clearly, accurately, and effectively at new employee orientation as part of the overall employee on-boarding program.

Collaborates with appropriate departments to ensure information posted on the Human Resources web pages for benefits related items are attractive, detailed, accurate and comprehensive. Researches best practices regarding the dissemination of related information to ensure the most effective communication with employees at all times.

Serves as the Human Resources subject matter expert for insurance and investment providers, Florida Retirement System, the Florida College System Risk Management Consortium, third party administrators and other associated vendors and providers.

Assists College faculty and staff in interpreting and implementing Board Policies and College Operating Procedures associated with employee benefits including, but not limited to, educational benefits, employee leave, health and related benefits, and retirement, in accordance with College Operating Procedures, state and federal statutes and the faculty Collective Bargaining Agreement.

Remains current with policies, procedures and practices associated with all retirement options including, but not limited to, the Florida Retirement System, the Community College Optional Retirement Plan, 403(b) plans, 457(b) plans, Senior Management Service Class and local annuity, Alternate Social Security plan, etc. Ensures proper communication and administration of all retirement options.

Maintains knowledge of current issues and laws, analyzes current benefits and comparisons to organizations related to employee benefits.

Researches, recommends, develops and implements new processes for benefits administration including Banner and other technology processes. Updates and maintains related technology systems.

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Researches best practices regarding employee benefits. Identifies and implements new benefit programs based on College needs and assessment.

Oversees a comprehensive annual open enrollment plan. Ensures open enrollment is effectively executed including, but not limited to, providing various workshops, holding benefits expos, planning and offering various benefit informational sessions, providing relevant web site information, providing online employee enrollment, and holding campus enrollment sessions.

Hires, supervises, trains, and evaluates assigned staff. Plans and conducts regular staff meetings. Ensures assigned staff receives on-going, documented training on relevant areas.

Serves as point of contact for all recruitment and onboarding processes within Human Resources. Acts as subject matter expert and liaison College-wide regarding Veteran's Preference, position advertising, recruitment, and overall best practices related to onboarding.

Provides authoritative advice to faculty and staff regarding recruitment and hiring and any other associated programs established. Ensures recruitment procedures are defined, communicated and followed equitably.

Ensures communication with applicants, hiring managers, screening committees, and associated departmental personnel is timely and accurate. Implements continuous improvements to enhance recruitment and onboarding processes.

Supervises Talent Acquisition personnel and ensures the accurate and timely processing of related documentation.

Ensures accurate and timely recruitments including, but not limited to, timely posting of meeting notices, accurate job postings, successful ad placement, timely screening committee meetings, adherence to Veteran's Preference guidelines, accurate reference checks, equitable search committees and candidate pools, accurate/timely offer letters and employment contracts, and the completion of new hire paperwork.

Recommends, implements and maintains new systems and processes for the administration of a successful recruitment program including training, applicant tracking, interviewing, diversity, social media sites, etc. Updates and maintains related technology systems.

Plans, directs, and executes College sponsored job fairs. Positions the College to attend appropriate job fairs offsite, as needed.

Collaborates with College leadership regarding recruitment initiatives. Utilizes creative, professional, and ethical recruiting methods to identify top-performing candidates for open positions, while maintaining a reasonable cost per hire.

Monitors the recruitment budgets to ensure efficient operations and compliance with all relevant policies, procedures, standards, and laws.

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Prepares department and College-wide ad hoc reports as needed. Participates in surveys as requested.

Oversees the maintenance of confidential, departmental records and files for benefits administration. Works with appropriate staff to ensure imaging and destruction of benefit related records are completed accurately, timely and in accordance with applicable laws and regulations.

Maintains departmental records and files for areas of responsibility, including but not limited to, securing files containing protected health information and limiting access to these files as per HIPAA regulations (PHI)-Full Access.

Represents the HR office in various College committees, as assigned.

Represents HR Office, in absence of Chief HR and Organizational Development Officer, as assigned.

As a member of the Human Resources management team, supports D2G mission through collaboration with all areas of HR in development of FSW reward and recognition processes including, but not limited to, career ladder opportunity development, employee benefit offerings and administration, improved retention through turnover analysis and exit interviews, ensuring D2G values are present and promoted in the hiring and onboarding processes, performance management, and professional development.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Five (5) years of related full-time professional work experience to include a minimum of three (3) years full-time experience in Employee Benefit and/or Talent Acquisition management. Appropriate combination of education and experience may be substituted.

Previous full-time professional work experience in the administration of multiple employee benefits.

Previous full time, professional work experience in recruitment, staffing and/or employee onboarding.

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Demonstrated ability to maintain confidentiality.

Ability to independently travel to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel and MS PowerPoint) and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

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- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 17, 2021. Revised: July 1, 2023.