



Human Resources Specialist (Benefits Division)

DEPARTMENT: Human Resources

SALARY: “Level 6 “\$53,976-\$78,264

AFFILIATION: Non-Union Classified

FLSA: Non-Exempt

ANNOUNCEMENT #: 3368002

POSTED:3/27/2024 **END:** 4/10/2024 at 4:30P.M.

The City of Wilmington, a leading Delaware employer, upholds its commitment to quality public services and fiscal stability through the Human Resources Department. We manage recruitment, training, payroll, benefits, collective bargaining, and risk management. The Human Resources Specialist will join our dynamic, fast-paced, and energetic employee benefits division, overseen by the Director of Employee Benefits, playing a pivotal role in the day-to-day operations of the benefits team, and managing retirement benefit programs.

DUTIES AND RESPONSIBILITIES

Play a vital role in supporting, educating, planning, and administering active and retirement benefits. A crucial link between the City, vendors, employees, and retirees, this role ensures smooth operations, resolves discrepancies, and coordinates wellness initiatives. Additional responsibilities include:

- Provide personalized guidance to employees at all career stages on retirement plans, eligibility, cost and coverage, escalating complex issues as needed.
- Oversee enrollment process, contributions, rates, and plan compliance requirement for all retirees (over 65 and pre-65) in partnership with various vendors.
- Coordinate updates, changes and enhancements to retirement systems and programs in line with audit and regulatory requirements (ERISA, MEDICARE, HIPPA, COBRA, etc.).
- Prepare reports and summaries on plan utilizations, participation rate, as well as respond to data/records requests from auditors or interested parties.
- Develop and educate through workshops, seminars, and periodic informational sessions on plan changes, and retirement wellness initiatives.
- Serves as a point of contact for employee inquiries, concerns, and questions within the employee benefits division.
- Perform any other duties assigned.

EDUCATION AND EXPERIENCE

Requires a bachelor’s degree in business administration, public administration, human resource management, or a related field, with a minimum of four (4) years’ experience in Human Resources or equivalent combination of education and experience with a demonstrated ability to perform the job responsibilities. **Preferred:** HR certification (SHRM, HRCI, CEBS, etc.)

- **Knowledge:** Command of municipal operations, sound knowledge of relevant federal and state regulations (ERISA, MEDICARE, COBRA, HIPPA, etc.).
- **Skills:** Requires strong customer service, attention to detail, communication, interpersonal, critical thinking, and problem-solving skills.
- **Abilities:** Proficiency in Microsoft Office Suite; an intermediate experience level with Excel and PowerPoint. Learn and adapt to HRIS in benefits administration.
- **Licenses:** Possess and maintain a valid driver’s license with a good driving record.



CANDIDATE EVALUATION

Evaluation for this position includes a review of the application materials, certification of qualified applicants, a written exercise, and a panel interview (in-person or virtual).

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

All selected applicants must pass a criminal background investigation and pre-employment physical.

- **Physical Requirements:** Requires frequent sitting, walking, and occasional lifting up to 15 pounds.
- **Vision:** Requires near vision and ability to adjust focus.
- **Working Conditions:** Balances virtual and in-person work.
- **Location and Schedule:** Business hours are Monday through Friday, 8:30 am - 4:30 pm. in the City/County building, hybrid schedule available upon completion of probation and approval. During peak periods or times of increased workload, the position may require additional hours beyond the standard workweek.

TOTAL COMPENSATION

Compensation encompasses both salary administration and a comprehensive benefit package:

- **Salary Administration:** New employees are hired at the starting and up to median salary based on qualifications and internal equity. Annual merit increases are provided based on a satisfactory performance review.
- **Benefits:** The City offers a robust benefit package starting on the date of hire. Additional details available at www.wilmingtonde.gov/benefits.

SUPPLEMENTAL INFORMATION

This position is open to all internal and external applicants who meet the minimum qualifications.

- To apply visit www.WilmingtonDE.gov. Computers are available in the Department of Human Resources, City/County Building, 800 N. French St, 4th Floor, Wilmington, DE 19801. Call 302-576-2460 to schedule an appointment for computer use.
- The City of Wilmington is an equal opportunity employer.
- City residency is required within one (1) year of employment.
- The City Code provides preference for eligible internal candidates, veterans, and current city residents.
- The City of Wilmington is committed to the full inclusion of all qualified individuals. Consistent with the Americans with Disabilities Act (ADA) and the Delaware Persons with Disabilities Employment Protections Act, it is the policy of the City to provide reasonable accommodation when requested without causing an undue hardship. If accommodation is needed, please call 302-576-2466.