

Manager Benefits Delivery

Job Locations US-TX-Dallas

Job ID # 2023-16880

Category: Human Resources

Employment Type: Full Time

<https://careers-accentcare.icims.com/jobs/16880/manager-benefits-delivery/job?mode=view&mobile=false&width=1904&height=500&bga=true&needsRedirect=false&jan1offset=-360&jun1offset=-300>

Overview

Why You'll Love Being an Manager Benefits Delivery at AccentCare

When you join AccentCare, you become part of a team that is not only dedicated to their patients, but to each other as well. Here, you will truly make a difference each and every day as you work alongside a supportive team. With a competitive benefits package, work-life balance, professional development, and an outstanding work environment, you will have everything you need to achieve success in your career. Bring your passion for HR and Benefits expertise to build a career you love in this Manager Benefits Delivery role.

Join the AccentCare team and apply for this Manager Benefits Delivery opportunity today!

Responsibilities

Manager Benefits Deliver Responsibilities:

The Manager Benefits Delivery is responsible for delivery of benefits and administration of the organization's health and welfare benefits programs; ensuring that programs adhere to current regulations and support the organization's strategic objectives; and integration planning for acquisitions; day-to-day oversight and investigation of plan related issues; ultimate owner of benefits' related customer service; creation and maintenance of benefits related policies and administrative procedures; development and performance management of team.

- Function as a day-to-day leader and subject matter expert on the benefits programs delivered and the benefit systems in place, including a deep understanding of the benefits vendor landscape and system requirements.
- Manage administration of health and welfare plans to ensure accurate enrollment, reporting, billing, and to minimize user issues.
- Ensure processes of employee enrollment with carriers and process life status changes is complete and accurate.
- Partner with applicable teams and vendors to facilitate the annual benefits renewal and open enrollment processes.
- Assist with new-hire orientation materials and delivery needs.

- Coordinate and deliver outstanding customer service for escalated benefits issues as point of escalation for issues from HR and other internal leaders or as team needs.
- Establish strong partnerships across payroll, legal, and 3rd party vendors as it relates to benefits delivery.
- Lead cross-functional projects to implement changes or extend new offerings, including but not limited to managing system changes, development, testing, and execution of the open enrollment experience.
- Partner with communications to drive employee engagement and usage of offered benefits
- Assure company compliance with provisions of Employee Retirement Income Security Act and the Affordable Care Act. Manage preparation of reports and applications required by law to be filed with federal and state agencies, such as Internal Revenue Service, Department of Labor, insurance commissioners, and other regulatory agencies.
- Review and analyze changes to state and federal laws pertaining to benefits, and report necessary or suggested changes to management.
- Ensure compliance with additional applicable legal requirements, standards, policies and procedures including, but not limited to the Compliance Program: Code of Conduct, HIPAA and Documentation Standards, partnering with other areas when needed.
- Manage the Benefits Delivery team, ensuring effective execution of benefits administration, and a positive and consistent employee experience.
- Provide guidance and implement improvements on benefits administration processes, collaborating with the Benefits partners and larger HR organization.
- Support acquisition integration by reviewing acquired company's benefits programs, make recommendations and partner to manage integration of new acquisitions from a benefits perspective.

Qualifications

Manager Benefits Delivery Qualifications:

- 3 or more years of experience in benefits administration and employee services
- 2 or more years managing a team of direct reports
- 1-2 years of experience with mergers and acquisition, a plus
- Bachelor's degree in Human Resource Management, Business Administration, or related subject preferred or equivalent, relevant experience
- CEBS, Retirement or SHRM/HRCI certifications, a plus
- Working knowledge of Workday, Bswift and/or HR Acuity preferred
- Thorough understanding of best practices around benefits delivery, integrations, and process
- Knowledge of healthcare federal and state healthcare regulations
- Comprehensive working knowledge of concepts, practices and procedures and ability to use in varied situations
- Excellent customer service skills, with the ability to ensure the same in team
- Ability to successfully develop and coach direct reports on in-depth benefit knowledge and soft skills
- Strong business acumen.
- Strong project/process management skills
- Strong written skills - ability to create complex documents and spreadsheet analysis models
- Strong verbal communication skills – be able to present to all levels of the organization
- Ability to work in a fast paced, multi-task environment with competing priorities

- Excellent interpersonal/listening skills
- Proficient in interacting with and creating a collaborative working environment amongst and stakeholders at all levels of the organization
- Possess a responsible, detail-oriented, results-driven work ethic, along with ability to demonstrate high degree of confidentiality

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Questions? Please, call (833)961-2988 or email us to speak with a recruiting specialist directly.