



**CITY OF HAWTHORNE**  
**HUMAN RESOURCES DEPARTMENT**  
**BENEFITS AND LEAVES COORDINATOR**  
Class Specification  
(Classified)

**JOB SUMMARY**

The Benefits and Leaves Coordinator performs professional level work administering the City's employee benefits and leave programs. This position is responsible for the day-to-day coordination of health, retirement, wellness, and leave benefits, ensuring compliance with applicable federal, state, and local regulations.

Incumbents independently perform a full range of benefits and leave related duties requiring analytical skills, sound judgment, customer service excellence, and knowledge of public sector human resources practices. The position regularly interacts with employees, retirees, vendors, and internal departments to ensure accurate administration and a positive employee experience, referring complex or strategic matters to Human Resources leadership as appropriate. This position reports to the Human Resources Manager, Director of Human Resources and/or designee.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following is a list of typical duties assigned to the Benefits and Leaves Coordinator. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

- Administer the daily operations of all City benefit programs, including medical, dental, vision, life insurance, disability, retirement, and wellness programs.
- The primary point of contact for employee benefits and leave inquiries; resolve issues related to eligibility, claims, coverage, and plan provisions.
- Facilitate new employee benefits orientations and provide ongoing education to employees regarding benefits options, enrollment processes, and leave procedures.
- Process employee benefit enrollments, changes, and terminations accurately and timely within the HRIS and with external vendors.
- Maintain accurate, confidential employee benefits and leave records in compliance with legal, regulatory, and City requirements.
- Support and coordinate the annual open enrollment process, including preparation of materials, employee communications, vendor coordination, and enrollment tracking.
- Ensure compliance with applicable federal, state, and local laws and regulations, including but not limited to HIPAA, COBRA, FMLA, CFRA, PDL, ACA, and relevant Internal Revenue Code provisions.
- Assist with leave administration, including Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), short-term disability, and workers' compensation coordination.

- Serve as liaison with insurance carriers, third-party administrators, retirement systems, and benefits consultants; track service levels, resolve issues, and ensure accurate billing and plan administration.
- Facilitate benefits claims resolution by coordinating with vendors to ensure prompt and effective resolution of employee concerns.
- Enter, update, and maintain benefits and leave data in HRIS and related systems; generate reports to track enrollment, participation, deductions, and benefits metrics.
- Monitor benefits deductions, reconciliations, and adjustments in collaboration with Payroll and Finance Departments.
- Participate in audits, surveys, and reporting related to benefits and leave administration.
- Develop, implement, and promote bi-monthly wellness initiatives; coordinate wellness events and communications and serve as liaison to the Wellness Committee.
- Prepare and distribute benefits communication materials and collaborate with payroll to ensure accurate implementation of benefit changes.
- Review benefits, medical, pension, and leave-related forms and documentation for completeness and accuracy.
- Ensure timely processing of invoices and payments for benefits consultants and vendors.
- Collect, verify, and maintain required legal documentation (e.g., birth, death, marriage certificates, dissolution documents, Social Security cards, and identification) to establish benefits eligibility and membership requirements.
- Create, update, and maintain benefits-related documents, references, and educational materials, including retirement eligibility information.
- Maintain and continuously improve internal benefits and leave administration processes and procedures.
- Stay informed of industry trends, legislative updates, and best practices affecting employee benefits and leave administration.
- Conduct employment verifications for current and former employees in accordance with City policy, applicable laws, and confidentiality requirements.
- Respond to internal and external employment verification requests, ensuring appropriate authorization and documentation are on file; maintain accurate verification records.
- Provide responsible professional and technical staff support, including composing, editing, and proofreading correspondence and notices; prepare specialized and routine reports requiring the collection and analysis of information from multiple sources.
- Answer and route telephone calls; take and relay messages; schedule meetings, appointments, and interviews.
- Research and respond to requests for general and specific information from the public, City departments, and outside agencies; interpret and apply memoranda of understanding (MOUs), Muni Code provisions, City policies, procedures, rules, and regulations.
- Organize, maintain, and update office records, databases, statistics, and activity reports; serve as the Human Resources Department records liaison.
- Process personnel action forms and employee status changes in HRIS, including appointments, transfers, leaves of absence, resignations, dismissals, and changes resulting from labor agreements.
- Conduct new employee orientations and enroll new employees in benefit plans; assist with open enrollment activities and health fairs.
- Perform exit processing for terminating and retiring employees, including communicating benefit coverage options, premium rates, and plan changes.

- Coordinate employee status changes and reconcile premium billing statements, reimbursements, and vendor invoices.
- Assist in the preparation and administration of Professional Services Agreements, vendor contracts, budgets, and related reports.
- Assist with coordination of City-wide training programs, education reimbursement programs, service awards, and special events.
- Prepare for and support meetings, orientations, and training sessions, including scheduling, room arrangements, notifications, and material distribution.
- Coordinate travel arrangements and prepare authorization and reimbursement documentation in accordance with City purchasing and travel policies.
- Prepare, process, and maintain reports, contracts, forms, and records; verify documents for accuracy, completeness, and compliance with policies and procedures.
- Ensure compliance with records retention requirements, including archiving, scanning, and secure destruction of records.
- Receive and respond to public records requests and complaints in accordance with public records laws and City procedures.
- Perform accounting, clerical, and payroll support duties as assigned, including monitoring budgets, processing purchase orders, reviewing time records, and maintaining office inventory.
- Perform other related duties and major projects as assigned by Human Resources leadership.
- Participate in and support CalPERS audits, including preparation, review, and submission of required documentation related to member data, compensation, service credit, and employment status.
- Coordinate responses to CalPERS inquiries and audit findings; research records, reconcile discrepancies, and assist in implementing corrective actions as directed.
- Prepare, maintain, and verify benefits, retirement, and leave records to ensure compliance with CalPERS requirements and City policies.
- Participate in internal, external, and regulatory audits related to benefits, payroll, leave administration, and human resources operations; compile data, prepare reports, and respond to audit requests in a timely manner.
- Assist in developing and maintaining audit-ready processes, documentation, and internal controls to ensure ongoing compliance with applicable laws, regulations, and reporting requirements.

## **MINIMUM QUALIFICATIONS**

### **Education, Training & Experience:**

- Bachelor's degree in Human Resources, Business Administration, Public Administration, or a related field.
- Three years of progressively responsible experience in human resources, employee benefits administration, payroll, or a closely related public sector or governmental Human Resources environment.
- A combination of education and experience that provides the required knowledge, skills, and abilities may be considered.

## Licenses, Certifications and/or other Special Requirements

- Certified Employee Benefits Specialist (CEBS) certification and/or HR certification (PHR, SHRM-CP) is highly desirable.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Defined benefit and defined contribution plans and applicable federal, state, and City laws and regulations.
- Employee benefits programs, including retirement, health, disability, dental, and wellness plans.
- Public-sector personnel management principles, ethics, and professional standards.
- Benefits and leave administration practices and procedures.
- Health insurance terminology and wellness program principles.
- Statistical concepts and reporting methods.
- Customer service principles and practices.
- HRIS, ATS, and other computer-based systems related to benefits and personnel administration.
- CalPERS laws, regulations, reporting requirements, and audit processes related to public agency retirement administration.

### **Skills and Abilities:**

- Strong knowledge of employee benefits regulations and best practices.
- Proficiency in HRIS and benefits administration systems.
- Advanced proficiency in Microsoft Word, Excel, Outlook, and PowerPoint.
- Ability to prepare reports and interpret benefits-related statistical data.
- Excellent written, verbal, and interpersonal communication skills.
- Strong customer service, problem-solving, and organizational skills.
- High attention to detail and ability to maintain confidentiality.
- Ability to independently manage multiple priorities and meet deadlines.
- Ability to accurately perform employment verifications in compliance with legal and City requirements.
- Analyze and reconcile employment and compensation data for audit purposes and ensure accurate reporting to CalPERS and other regulatory agencies.

### **PHYSICAL DEMANDS:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, pull materials and objects up to 40 pounds.

**WORKING CONDITIONS:**

Employees work in an office environment with moderate noise levels, and controlled temperatures conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

FLSA Status: NON – EXEMPT

Bargaining Unit: HMEA

Civil Services Status: Classified

CSC Approval: January 2026

Salary Range: 30

Revision(s):