

# Benefits Division Manager

Human Resources Department

*City of San José*



# THE CITY OF SAN JOSÉ

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 12th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San José’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, PayPal, and eBay as well as start-ups and advanced manufacturing.



San José’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country, and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs.

Inquiring minds are served by the Tech Interactive museum, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally, while 40% of San José residents are foreign born, and 50% speak a language other than English at home.

**San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.**

# THE CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a hybrid Council-Manager form of government. The City Council consists of 10 Council Members elected by district and a Mayor elected at-large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council. The City actively engages with the community through Council-appointed boards, commissions, and project specific engagement opportunities. In addition to providing a full range of municipal services including police and fire, San José operates an international airport, municipal water system, a regional wastewater treatment facility, over 200 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches.

The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League’s San José Sharks.

City operations are supported by 7,033 full time equivalent positions and a total budget of approximately \$5.2 billion for the 2023-2024 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City’s website at [www.sanjoseca.gov](http://www.sanjoseca.gov).



# THE HUMAN RESOURCES DEPARTMENT

The mission of the Human Resources Department states: “Our Human Resources team recognizes that our employees power the City of San Jose and our success as a city is dependent on our ability to create a dynamic and engaged workforce. Our employees’ ability to provide excellent service is strengthened when we invest in attracting talent, provide opportunities for career growth, enable an environment focused on health, safety, and wellness, and retain a diverse workforce in a workplace that is equitable and inclusive.”

San Jose’s Human Resources Department offers key strategic support to the City and is responsible for the following core services:

- Employee Benefits – Provide benefit programs that best meet the needs of employees, retirees, their dependents, and the City, assist participants in effectively utilizing their plans and promote employee wellness
- Employment Services – Facilitate the City’s ability to attract and hire a diverse and talented workforce.
- Health and Safety – Provide services that promote employee health, safety, and well-being.
- Learning and Development – Provide Citywide employee training and pipeline development programs that support employee recruitment, growth, engagement, and retention.

The Department also offers strategic support in Citywide Human Resources Systems Management and Records Management, Departmental Administration, Customer Service, Personnel Management, Financial Management, and Emergency Response and Recovery.

## THE POSITION

The City is seeking a Division Manager to manage all services and activities in the Benefits Division of the Human Resources Department. The Benefits Manager will report to the Director of Human Resources and will be responsible for administering the City of San José's extensive benefits program, which includes insurance programs and other health, financial and professional benefits. The Director and Division Manager will work closely to make recommendations to the City Manager based on their evaluation of all benefits plans.

The City of San José's Department of Human Resources is a hard-working, customer-focused, and data-driven team. The Division Manager plays an integral role in ensuring that City employees are offered competitive, quality and affordable benefits. The position requires someone who is well-organized, resourceful, and creative. The Division Manager role needs an individual with the ability to anticipate problems by proactively planning ahead and a willingness to accept challenges. This person should be a strategic thinker and a confident decision-maker who works collaboratively to reach goals and determine solutions.

# THE IDEAL CANDIDATE

The ideal candidate for the Benefits Manager position will be a well-rounded benefits professional with expertise in managing and negotiating health care benefits, be able to translate high volume and complex data sets into easy to understand terms, and have experience managing vendors and consultants in a flexible and accountable way. This individual will be an effective, creative and inspirational leader who is adept in gaining support, and implementing change and can motivate a team to realize the best they can be. They will have outstanding verbal and written communication skills. The ideal candidate will also be a collaborative and effective manager. Lastly, this person will also be a hands-on manager who operates efficiently through multiple projects and priorities.

Managing a staff of 9 employees, the Benefits Manager will be responsible for:

- Administering and managing benefit programs that best meet the needs of employees, retirees, their dependents, and the City
- Oversee development and implementation of the City's wellness program
- Assisting participants in utilizing their plans effectively
- Managing competitive processes for benefits plans
- Working understanding of HRIS benefits modules.
- Providing staff support for the City's Benefits Review Forum, Deferred Compensation Advisory Committee, and VEBA Advisory Committee
- Creating an effective long-term benefits strategy that factors in employee/retiree needs and market conditions



## EDUCATION & EXPERIENCE

The Division Manager is required to have a Bachelor's Degree from an accredited college or university with a major in public administration, business administration, or a related field. A master's degree is highly desirable. The Division Manager is also required to have six (6) years of progressively responsible administrative experience in business management and/or administration, including three (3) years of supervisory experience of professional staff and at least three (3) years experience in the field of benefits administration.

# COMPENSATION & BENEFITS

The salary range for this position is \$129,950.08 to \$205,699.00 per year. The actual salary shall be determined by the final candidate's qualifications and experience.

In addition, the City provides an excellent array of benefits, including:

**Retirement** – Competitive defined benefit retirement plan with full reciprocity with CalPERS. A Defined Contribution plan is available as an option.

**Health Insurance** – The City contributes 90% of the full premium cost of the lowest cost Non-deductible HMO of the medical insurance provider with the second highest overall employee enrollment for the employee or the employee and dependent coverage. Several plan options are available including those that are free to employees.

**Dental Insurance** – The City contributes 100% of the premium of the lowest-priced plan for dental coverage.

**Personal Time** – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Vacation accrual may be adjusted for successful candidates with prior public service to reflect a vacation accrual rate commensurate with total years of public service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program, could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.

**Holidays** – The City observes 15 paid days annually.

**Deferred Compensation** – The City offers an optional 457(b) plan.

**Flexible Spending Accounts** – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

**Insurance** – The City provides a term life insurance policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

**Employee Assistance Program (EAP)** – The City provides a comprehensive range of services through its EAP.

For more information on employee benefits, please visit the City's [Human Resources Benefits website](#).



# APPLICATION & SELECTION PROCESS

The final filing date is 5:00pm PST on Friday, September 29, 2023.

To be considered, please submit an electronic version of your thoughtful cover letter, supplemental question answers, and comprehensive resume to Cheryl Parkman, Assistant to the City Manager, via email at [cheryl.parkman@sanjoseca.gov](mailto:cheryl.parkman@sanjoseca.gov).

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to panel interviews that are currently planned to take place in early October 2023.

You **must** provide answers to the following supplemental questions to be considered for this position:

- How many staff do you currently supervise, if any? What are your current budgetary responsibilities?
- Please describe your experience negotiating competitive health insurance contracts for your current or previous employers.
- Please describe a successful wellness initiative you developed or implemented to support employee well-being.
- Please describe your experience managing multiple different contracts and vendors, and how you ensured that the vendors were being compliant with the contracts while managing the vendors' performance.

The City of San José is an equal opportunity employer.

Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San José will not sponsor, represent, or sign any documents related to visa application/transfers for H1-B or any other type of visa that requires an employee application.

Upon commencement of employment and subsequently each spring, the incumbent of this position must file the Family Gift Reporting Form together with the Statement of Economic Interest-Form 700. Please view the following link for details related to the State-Required reporting: Form 700 ([ca.gov](http://ca.gov)) and the following link for the City of San José Family Gift Reporting Form: ([sanJoseca.gov](http://sanJoseca.gov)).

Per the City's COVID-19 Mandatory Vaccination Policy, the City requires all new hires to provide proof of vaccination as a condition of employment absent a documented medical and/or religious exemption. Fully vaccinated means a person has received two doses of the monovalent Pfizer or Moderna COVID-19 vaccine, two doses of the the Novavax COVID-19 vaccine, one dose of the Johnson & Johnson COVID-19 vaccine, or one dose of the bivalent Pfizer or Moderna COVID-19 vaccine.