

**Employer Insurance Unit
Trust Funds Supervisor
Position #334865**

POSITION SUMMARY

Under the general supervision of Employer Services Bureau (ESB) Deputy Director, this position is responsible for leading and supervising the Employer Insurance Unit. The Employer Insurance Unit is responsible for providing benefit and insurance services to state and local employers participating in ETF-administered programs.

Specific position responsibilities include supervising and managing of Employer Insurance Unit operations and staff; overseeing of the development of employer training and education programs; providing guidance on the interpretation, application and implementation of existing/changing laws; short- and long-range planning; providing program and policy support; development of procedures and forms; and provision of information to members, employers and other interested parties. This position is also responsible for developing, overseeing, and monitoring the integrity of (organizational unit) systems in accordance with Department Internal Control Standards.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 665,000 members receiving \$7.2 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES

40% GOAL A: Management of Employer Insurance Unit operations to ensure effective customer service delivery

- A.1 Assign and monitor workload on a continuing basis.
- A.2. Analyze unit workload reports, establish priorities and direct corrective action to ensure operating efficiency.
- A.3 Plan, organize and implement instructions governing workflow and statistics for unit staff to assure that bureau goals are met.
- A.4 Consult with and provide direct assistance to unit employees on the most complex issues.
- A.5. Analyze present organization structure, systems, procedures and workload data to identify future enhancements/changes, the effort associated with implementing the enhancement/change, and the related accuracy, timeliness and cost effectiveness of these enhancements/changes.
- A.6. Develop workload statistics for unit planning and review by Bureau Deputy Director.
- A.7 Develop and maintain training programs for both new and existing staff in established or changing program areas.
- A.8 Provide input to Bureau Deputy Director for development of Unit-wide objectives, policies and procedures. This includes coordinating a comprehensive update of all unit procedures.
- A.9 Analyze unit performance on an ongoing basis, communicating any emerging problems and resolution recommendations to Bureau Deputy Director.

- A.10 Coordinate activities of this unit with those of the other unit within the Bureau.
- A.11 Evaluate, recommend and implement new technologies to improve the efficiency and effectiveness of unit operations and to better serve the needs and demands of customers.
- A.12 Direct staff in the accurate interpretation and application of laws, rules and policies governing ETF-administered programs
- A.13 Coordinate unit's use of revised or new procedures with operation of other departmental units to assure smooth implementation of changes.
- A.14 Oversee revisions to benefit information documents including employer manuals, forms, brochures, booklets, information mailers, benefit statements and other publications.

25% GOAL B: Supervision of staff.

- B.1 Evaluate performance of unit employees regularly, based on established Performance Standards, and follow through with appropriate action(s) when necessary.
- B.2 Maintain all unit leave accounting, including the establishment of work, overtime and vacation schedules.
- B.3 Participate in the recruitment, interviewing and hiring of unit staff. Make recommendations on hiring.
- B.4 Recommend formal disciplinary action of unit staff up to and including discharge, to the Bureau Deputy Director.
- B.5 Develop and maintain model position descriptions and allocation patterns for unit personnel.
- B.6 Monitor, develop and conduct ongoing staff training and development programs.
- B.7 Provide direction and assistance in the implementation of the agency's Equity and Inclusion plan.
- B.8 Provide direction and assistance in the implementation of the Department's health and safety program.
- B.9 Develop, oversee and monitor the integrity of (organizational unit) systems in accordance with Department Internal Control Standards.
- B.10 Monitor the direction and assistance given by the unit lead worker.

25% GOAL C: Oversight of employer education and training programs.

- C.1 Direct staff in providing complete, accurate and timely information to employers, participants, and other inquiring parties.
- C.2 Direct staff in effectively providing employer education on eligibility, enrollment, and reporting requirements for benefit programs administered by the Department.

- C.3 Oversee the planning and provision of employer training and presentations. Evaluate trainings for effectiveness.
- C.4 Direct the ongoing review and enhancement of training materials and methods.
- C.5 Provide technical guidance to staff on specialized presentations. Ensure effective use of video conferencing and other electronic media equipment.
- C.6 Direct staff in employer monitoring to ensure compliance with laws and regulations.
- C.7 Provide feedback and advice to the Bureau's employer trainers on topics that should be addressed in training.

10% GOAL D: Provision of program and policy support to Bureau Deputy Director.

- D.1 Analyze the department's needs related to employer administration and develop short- and long-range planning documents.
- D.2 Obtain resolution of policy and statutory interpretation questions in coordination with the division's policy analyst and Bureau Deputy Director.
- D.3 Recommend program changes, administrative code changes, policy changes to the Bureau Deputy Director.
- D.4 Provide written interpretation or opinion to Bureau Deputy Director on issues, as requested by the Director.
- D.5 Assist in the development of all new service delivery mechanisms stemming from the department's strategic planning initiatives including improving online access to member and employer information online.
- D.6 Provide detailed information to legislators, administrators, attorneys, insurance agents and employers, within confidentiality guidelines.
- D.7 Direct and/or serve on work groups, project teams and committees and perform other special assignments as directed by the Deputy Bureau Director.

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KNOWLEDGE, SKILLS AND ABILITIES:

1. Highly developed oral and written communication skills.
2. Interpersonal and team building skills to develop and sustain effective working relationships.
3. Knowledge of effective time management, organizational and priority setting techniques, including the ability to prioritize for effective workload management and handle multiple priorities simultaneously.
4. Knowledge of research, data gathering, and statistical analysis techniques.
5. Knowledge of employee and/or public government benefit program administration.
6. Knowledge of and ability to interpret and apply State and federal laws, administrative code, rules, and regulations governing the WRS and other ETF administered benefit plans
7. Effective critical thinking, problem-solving, and analytical skills
8. Knowledge of principles of information system technology.
9. Knowledge of strategic planning techniques, including the ability to set short- and long-term goals
10. Knowledge of practices and methods used in issue, policy and program analysis.
11. Customer service skills and techniques, including the ability to facilitate difficult and sensitive employee and customer interaction
12. Knowledge of conflict resolution methods and techniques.
13. Ability to work in a rapidly changing and fast paced work environment.
14. Knowledge of supervisory principles and procedures
15. Knowledge of methods to assess staff capabilities and performance evaluation
16. Ability to train staff on complex program policies and procedures
17. Knowledge of project management methods and techniques
18. Knowledge of the fundamentals of accounting and auditing controls
19. Knowledge of methods and techniques for processing complex payroll and benefits transactions
20. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures including confidentiality.
21. Commitment to creating a diverse and inclusive work force.