

YMCA of Greater Seattle

JOB DESCRIPTION

Job Title: **Director, Total Rewards**

Job No: 0404

Unit: Association

YMCA: Downtown

Date: 8/09

FLSA Type: Exempt

Reports to: SVP/Human Resources

Page: 1 of 3

GENERAL FUNCTION

Plans, develops and administers Total Rewards plans/programs, and evaluates the impact toward the accomplishment of organizational goals. Total Rewards encompasses compensation, benefits, employee recognition and direct involvement/integration into the performance management systems. Coaches and consults with supervisory staff and provides leadership to key Association core groups, task forces and other appropriate Association-wide groups.

KNOW-HOW

Bachelor's degree in business, human resources, or equivalent. Five or more years related experience preferred, including experience in managing and communicating employee compensation and benefit plans. Direct and successful experience designing and implementing Total Rewards programs/plans that motivate desired organizational and individual performance outcomes. Must have strong analytical skills, computer skills (Word, Excel and Outlook preferred) and HRIS system experience. Knowledge of relevant regulations required, including FLSA, Section 125, FMLA and COBRA. Experience in analyzing and managing compensation plans and maintaining job description and evaluation systems. Ability to maintain confidentiality. Certification as Professional in Human Resources ("PHR") and/or certification by World at Work or equivalent preferred. Prefer knowledge of, and previous experience with, diverse populations (language, culture, race, physical ability, sexual orientation, etc.). Ability to speak any language in addition to English may be helpful.

CORE COMPETENCIES

1. Supports the Mission, Vision and Direction of the YMCA: Embraces and supports the mission of the YMCA; models intended outcomes and the organizational values of respect, responsibility, honesty, caring, faith and fun; helps others view change as an opportunity to better achieve the YMCA mission; uses good analytical skills; takes prudent risks; is innovative and implements new ideas; demonstrates a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.

2. Builds Community: Demonstrates commitment to the role of volunteerism; facilitates connections between and among constituents, members and participants, and to the YMCA; models effective relationship-building techniques; understands and supports the role of fund-raising in achieving the YMCA mission.

3. Ensures a Quality Experience for Members, Participants, Internal Customers and Other Constituents: Possesses the knowledge and ability to create and deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; responds to the needs of others; delivers service that exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; identifies and develops better ways to serve and involve members, participants, internal customers and others.

4. Provides Effective Team Leadership: Accepts accountability for self and group; plans well for long-term, knows what needs to be done, and when to ask for help; advocates diversity; develops and recognizes people; ensures that standards, policies, and procedures are met; possesses organizational skills; ensures that deadlines are consistently met; practical, makes good common sense decisions over time; manages YMCA resources appropriately and efficiently.

5. Uses Effective Personal Behavior; Communicates Effectively: Is fair, responsive and caring; models integrity; listens actively and genuinely; communicates effectively in a clear and pleasant manner; is culturally competent; embraces differences among people; gives clear feedback to staff and others, promotes performance improvement; aspires to be and to do the best; possesses self-awareness; is curious and engages in on-going learning.

PRINCIPAL ACTIVITIES

1. Develops and implements new and revised compensation programs, policies and procedures. Maintains effective compensation programs for the Association, including market analysis, job descriptions, job evaluation and salary ranges. Consults with and provides counsel on compensation issues, practices and pay decisions. Manages and administers incentive programs. Supports executive compensation including intermediate sanctions compliance process.
2. Develops and administers new and revised health and benefits programs, policies and procedures, including enrollments, changes and terminations. Maintains effective benefits programs for the organization, including market analysis, plan documents and other related documents. Processes and reconciles monthly billings from providers and resolves discrepancies with carriers, third party administrators and payroll. Consults with and provides counsel on benefits issues, practices and decisions.
3. Maintains productive relationships with insurance vendors and brokers and manages annual renewals with contracts and bid actions. Manages vendor relationships with benefit providers and consultants. Completes 5500 filings.
4. Administers COBRA, including notifications, collections, billing and compliance.
5. Oversees and manages non-insurance benefits such as child care assistance, EAP, transportation, time off plans, banking benefits, membership benefits, relocation, housing, etc. Ensures proper administration, compliance and communication. Recommends changes.

6. Develops, manages and enhances total rewards communication to employees through newsletters, benefit statements, electronic mediums, memos, meetings and other means. Oversees and/or conducts new employee orientations and open enrollment periods to ensure employees gain an understanding of benefit plans and enrollment provisions.
7. Administers leaves of absences for the organization including notification to employees and supervisors, and coordinating with payroll and risk management on benefits and payroll impacts.
8. Handles benefit inquiries and complaints to ensure quick, equitable, courteous resolution. Acts as liaison between participant, insurance providers and broker to resolve benefit related problems.
9. Performs strategic analysis and evaluation of existing total rewards program and market trends. Designs, develops and implements total rewards programs to motivate organizational and individual performance to meet Association goals, outcomes and objectives. Plans, develops, and/or participates in surveys. Analyzes results and develops recommendations for review by management and volunteers. Supports total rewards agenda items for the HR Committee.
10. Develops and manages the implementation of employee recognition systems that motivate organizational and individual performance to meet Association goals, outcomes and objectives.
11. Remains up-to-date with compensation and benefit laws and regulations, and ensures the Association is in compliance. Prepares reports. Maintains enrollment, application and billing records for all benefit plans. Researches and responds to benefit inquiries.
12. Monitors assigned budgets and approves related expenditures. Researches, analyzes, prepares and presents related statistics.
13. Performs human resources generalist duties, including participation in department management and leading and participating in special projects and assignments.

EFFECT ON END RESULTS

Total Rewards programs that motivate organizational and individual performance to meet the mission, goals and objectives of the YMCA and attract and retain high performing staff. Total rewards are effectively communicated, utilized and administered.