



## JOB DESCRIPTION

### Supervisor, Compensation & Benefits

**Business Unit:** Aspire Indiana

**Department:** People Operations

**Reporting To:** Manager, People Operations

**Created:** 08/26/2020

**Location:** Noblesville, IN / Remote

**Site:** Noblesville Administration

**FLSA Classification:** Full Time, Exempt

**Modified:**

#### **POSITION SUMMARY**

This individual is recognized as a strong supporting role to the Vice President of People Operations, the People Operations team, and the organization as a whole. As a solutions-oriented business partner, the Supervisor of Compensation and Benefits is expected to build positive employee relations, lead a team that delivers excellent customer service and top notch total reward programs, and promote a high performance culture. This position oversees the resources responsible for administering payroll, benefits, employee wellbeing and compliance and will serve as a subject matter expert in these areas in support of Aspire's mission, vision, values and strategic priorities.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Compensation & Benefits**

- Lead the team of HR professionals who administer multi-state payroll, benefits and employee wellbeing programs and processes
- Contribute to a work climate that emphasizes collective team performance and demonstrates Aspire's core values
- Recommend and implement policies and procedures related to payroll, benefits, employee wellbeing, and related compliance
- Coach front-line supervisory and middle management staff throughout the organization on compensation and benefits
- Oversee implementation of programs through payroll and benefits staff; monitor progress and effectiveness on an on-going basis and resolve discrepancies
- Implement new approaches, policies, and procedures with a spirit of continuous improvement for payroll and benefit administrative services performed by the team
- Administer the unemployment program
- Respond in a timely manner to legal requests for information and represent the organization, as directed by the Vice President of People Operations or Manager of People Operations
- Administer open enrollment organization wide, as well as, oversee the team responsible for timely and accurate processing of payroll and benefit related changes
- Act as a liaison between Aspire Indiana Health and our third party vendors and consultants related to payroll and benefits administering
- Serve as a subject matter expert on compensation and benefits and represent AIH in the primary care and community mental health professional communities
- Participate in due diligence processes related to mergers and acquisitions in regards to payroll and benefits transitions

##### **Employee Wellbeing**

- Oversee the administration of all benefits programs including, but not limited to: health, wellness, dental, vision, short and long term disability, life, and paid time off programs

- Make health and wellbeing a reality for all of our employees here at Aspire by monitoring, analyzing and recommending holistic, sustainable employee benefit programs
- Implement sustainable benefit programs around new initiatives in line with the vision and monitor the utilization, effectiveness, and ROI
- Report regularly on established metrics used to measure the effectiveness of wellbeing programs
- Coach all employees in understanding the value of their total compensation and maximizing our available benefit and wellbeing programs in pursuit of becoming and maintaining their best selves
- Serve on the Employee Wellbeing Committee and the Insurance Committee
- Monitor and positively impact employee satisfaction with total rewards programs
- Administer the FMLA, ADA, and all other of Leave of Absence programs

### **Staff Management and Mentorship**

- Screen, interview, and make recommendations to hire new staff
- Arrange appropriate on-boarding, training, and performance reviews for staff
- Perform and evaluate staff performance and competency evaluations within required and assigned time frames and standards and provide regular coaching and feedback
- Ensure direct reports remain compliant with all annual trainings, policies, procedures, documentation and certifications, as applicable
- Provide staff training and development opportunities through coaching and mentoring, as well as, corrective action through established progressive discipline procedures
- Coach and mentor staff on quality and efficiency of work, with emphasis on teaching skills to improve and expand on their existing abilities
- Create and maintain a work climate that emphasizes collective team performance and demonstrates Aspire's core competencies
- Evaluate progress toward achieving team and department goals, objectives and metrics and provide timely, relevant, and actionable feedback to direct reports
- Clearly express the value of HR programs and services related to compensation, benefits and employee wellbeing to all members of the organization, and guide employees in both their understanding of and their adherence to those policies
- Ensure organizational compliance with employment laws and regulations, including related reporting, auditing and record keeping
- Monitor and positively affect employee morale

### **Customer Service**

- Interact with staff in a positive, helpful and professional manner via telephone, email or in person
- Respond promptly and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Clearly and thoughtfully demonstrate the why and the how behind HR processes and procedures when communicating with our ever-growing employee base to ensure payroll processes are understood and followed
- Research, coordinate, implement, communicate and provide training on new HRIS programs and functions as it relates to processing payroll and accessing benefits
- Serve as a subject matter expert and coach to all employees in HR matters, including but not limited to: understanding compensation, maximizing the available benefit programs, resolving employee relations issues, policies and programs, etc.
- Collaborate with department leads, people managers and process owners to deliver strategically sound, conscientious, responsible and effective compensation, benefit and wellness programs
- Foster positive communication and a team work atmosphere

### **Performance**

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance and Safety Programs as it applies to individual job duties, the department, and the company

- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, etc.)

### **Coordination and Communication**

- Coordinate and lead staff meetings to communicate team member's accountability for new and ongoing objectives and projects
- Build and maintain a strong relationships with your team, Aspire staff, vendors, and external contacts
- Communicate effectively and collaboratively with Aspire department representatives
- Open to coaching; respond appropriately to direction from management
- Serve and/or chair various staff and board committees, as assigned
- Respond in a calm and effective manner to a variety of inquiries, requests, and/or feedback regarding programs, policies, procedures, projects, or individual performance
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of the program
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Report any incidents or difficulties with performing these functions to a member of management in a timely manner

### **Reporting and Documentation**

- Maintain necessary benefits and personnel files and any other business documentation according to Aspire standards
- Maintain records of benefit notifications in accordance with law
- Timely complete and maintain all external required reports and/or documentation according to Aspire standards, policies and procedures, and as required by external agencies

### **Professional Development**

- Complete and maintain compliance with any and all required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Proactively create and execute a professional development plan to stay current in the field

### **Core Values**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion
- **Self Care** - Takes deliberate care of our own mental, emotional, physical, financial, and social well-being

### **Position-Specific Competencies**

- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff, vendors and/or other business contacts in an organized, efficient, and steady manner; take pride in maintaining accurate systems ability to quickly prioritize tasks and address emergent situations
- **Decisive** – Demonstrate confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Problem-Solver** – Critical, creative thinker in solving problems and reaching goals

- **Effective Communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for clients and staff beliefs, values and judgments
- **Motivating** – Foster an engaged and supportive work environment in which employees are at their best; establish him/herself as an effective leader and role model to the team

## **SKILLS, KNOWLEDGE & ABILITIES**

### **Education and Experience**

- Bachelor's degree in Business Administration, Human Resources or a related field from a college/university accredited by the US Department of Education, required
- Five (5) years of recent experience as an HR professional with at least three (3) years leading a team of HR professionals
- Related experience in healthcare and/or a non-profit organization, preferred; both would be ideal

### **Certification**

- Human Resources certifications highly preferred (PHR/SPHR/SHRM-CP/SHRM-SCP)

### **Other**

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to demonstrate the effective use of Human Resource Information Systems (HRIS)
- Must be knowledgeable of local, state, and federal employment laws and regulations
- Must be able to work independently and collaboratively within a team setting
- Must be able to respond appropriately and effectively in crisis situations by using good judgement and following Aspire protocols
- Must have excellent collaboration, supervisory, and soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must have strong interpersonal communication, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Must have the ability to communicate effectively via phone or in person
- Ability to conceptualize from a systems perspective
- Actively participates in performance management and coaching
- Must possess the ability to learn and utilize relevant computer operating systems, and the ability to operate a variety of office equipment
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and possess the ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to oversee programming and/or attend trainings and/or meetings
- Display a positive work ethic

## **PHYSICAL DEMANDS & WORKING CONDITIONS**

The nature of physical, mental and visual demands are consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Predominantly an office-based environment, travel within the community, as needed
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 90% of the time
- Ability to communicate effectively in person, by phone, email or video

- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 10% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office

**Background Checks**

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, Department of Child Services, State Central Registry Check, Employment Verification, Education Verification, and Professional References

**Supervisory Responsibilities**

This position has supervisory responsibilities

**Work Hazard Category**

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

**Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

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Employee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Printed Name