

Supervisor, Total Rewards Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=250576>

Downloaded On: Dec. 19, 2024 10:55am

Posted Dec. 18, 2024, set to expire Nov. 29, 2025

Job Title	Supervisor, Total Rewards
Department	Human Resources
Institution	Austin Community College Austin, Texas
Date Posted	Dec. 18, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Human Resources
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Supervisor, Total Rewards

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Supervisor, Total Rewards

Job Description Summary:

The Total Rewards Supervisor is a key member of the HR Shared Services team, responsible for the daily oversight and administration of Total Rewards programs, including compensation, benefits, wellness, accommodations, and employee recognition. Reporting to the HR Shared Services Manager, this role ensures operational excellence within the Shared Services model by coordinating with other HR functions and supporting cross-departmental service delivery. The Supervisor provides hands-on leadership to their team, ensuring compliance with applicable policies and laws, and fostering a culture of service and collaboration within HR and across the College.

Job Description:

Key Responsibilities

Position within HR Shared Services

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- Collaborate with the HR Shared Services Manager to align Total Rewards operations with the broader goals of the Shared Services team.
- Work closely with the Shared Services Supervisor to ensure seamless coordination between benefits, compensation, and HR support functions.
- Act as a liaison between the Total Rewards team and other HR units to deliver cohesive and integrated HR services.

Team Leadership and Support

- Supervise a team of subject-matter experts responsible for benefits administration, compensation, wellness initiatives, accommodations, and employee recognition.
- Provide training, coaching, and mentorship to team members, ensuring their professional growth and performance within the Shared Services model.
- Monitor workload distribution and collaborate with the Shared Services Supervisor to address resource challenges and cross-functional opportunities.
- Serve as a member of the Extended Leadership Team to align Total Rewards initiatives with broader HR and organizational goals.

Daily Operations and Administration

- Oversee accurate and timely delivery of benefits programs, including retirement plans (ERS/TRS), health insurance, and leave/accommodation requests.
- Coordinate the implementation of job classifications, salary adjustments, and pay equity analyses in partnership with the HR Shared Services Manager.
- Ensure wellness and employee recognition programs are executed effectively to support organizational culture and employee engagement.
- Maintain and enforce consistent documentation and processes across all areas of Total Rewards to align with Shared Services goals.

Compliance and Reporting

- Ensure all programs comply with applicable federal, state, and local laws, such as FMLA, ADA, ACA, and ERS/TRS regulations.

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- Collaborate with the Shared Services Manager to conduct audits and reviews, ensuring accuracy and policy adherence.
- Monitor and ensure the accuracy of HR data entry and maintenance across all systems, identifying and resolving discrepancies promptly.
- Develop, implement, and manage tracking systems for data integrity, ensuring compliance with College policies and standards. Generate reports and analyze data for the Shared Services Manager, providing insights into Total Rewards performance and opportunities for improvement.

Process Improvement and Collaboration

- Contribute to the ongoing refinement of HR Shared Services processes by identifying inefficiencies and proposing solutions.
- Partner with the Shared Services Supervisor to implement shared process improvements and cross-train team members for operational flexibility.
- Assist with the rollout of new technologies and tools within Shared Services to enhance the delivery of Total Rewards programs.

Stakeholder Engagement

- Serve as a primary point of contact for employees, ensuring timely and accurate responses to inquiries about benefits, compensation, and leave.
- Coordinate with external vendors, such as benefits providers, to resolve issues and improve service delivery.
- Assist with delivering training and communications to employees regarding Total Rewards programs, such as open enrollment or wellness campaigns.
- Performs other related duties as assigned to support departmental and organizational goals.

Knowledge

- Broad understanding of HR Shared Services models and how Total Rewards functions integrate within them.
- Expertise in benefits and compensation administration, wellness programs, and employee recognition.

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- Knowledge of federal and state employment laws related to Total Rewards (e.g., FMLA, ADA, ACA).
- Familiarity with HRIS platforms (preferably Workday) for managing Total Rewards data.

Skills

- Strong organizational skills for managing operations within a Shared Services environment.
- Excellent communication skills for collaboration across HR units and delivering effective employee support.
- Analytical problem-solving skills to identify and address operational inefficiencies.
- Proficiency in project management to coordinate team activities and meet deadlines.

Abilities

- Work collaboratively within a matrixed HR structure.
- Adapt to evolving organizational needs and align with Shared Services priorities.
- Maintain confidentiality and professionalism when handling sensitive employee information.
- Provide consistent and high-quality service in a fast-paced, service-oriented environment.

Required Work Experience

- Three years of experience in benefits, compensation, or Total Rewards administration.
- One year of experience in a supervisory or team leadership role.
- Completion of the ACC Supervisor Certificate Series Program will satisfy the supervisory experience required for this position.

Preferred Work Experience

- Experience in higher education HR or a similarly complex organization.
- Familiarity with cross-functional HR operations within a Shared Services model.
- Experience managing customer service centers and ticketing systems.

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Required Education

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Equivalent work experience may substitute for education on a year-for-year basis.

Preferred Education

- Professional certification in HR or Total Rewards (e.g., SHRM-CP, SHRM-SCP, CEBS, CCP).

Technology Skills

- Demonstrated ability to integrate and leverage technology, including HRIS platforms, customer service ticketing systems, and AI tools, to enhance HR service delivery, streamline workflows, and improve employee engagement.
- Proficiency in HR technology, including Workday or similar HRIS platforms.
- Familiarity with data analytics tools for generating reports and insights.

Physical Requirements

- Work is performed in a standard office environment.
- Ability to travel and lift objects weighing up to 10 pounds.

Safety

- Promote a safe workplace culture and ensure team members receive appropriate safety training.

Salary



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\$87,157 - \$108,946

Number of Openings:

1

Job Posting Close Date:

December 26, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Supervisor--Total-Rewards_R-7079

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.



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Contact

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