

Job Profile: Director, Health & Wellbeing

Function: Human Resources
Reports to: Senior Director, Benefits

Overview

Is responsible for design, compliance, administration, and communications for health & welfare and wellness plans in the United States covering approximately 25,000 eligible employees and 100,000 part-time and seasonal employees

Competencies

Collaboration & Influencing

Customer Impact

Empowerment

Drives Results

Organizational Leadership

- Leads team of 4 direct reports in San Francisco
- Builds strong partnership with Systems Innovation to drive results
- Regularly communicates with Brand and Inc. HR teams
- Collaborate with business partners and third-party resources
- Works seamlessly with the Shared Services Center in Albuquerque
- Member of the TA/ Total Rewards team

Key Responsibilities

- **Executes strategy**, closely partnering with Inc. HR and Finance
- **Manages** US health & welfare expense of \$115M and for oversight of related expenses in the Benefits Administration and Lifestyle Program annual budgets of ~\$10M
- **Ensures compliance** with all business and legal plan requirements, directs preparation and filing of legally required reports and documents, responsible for quarterly SOX certifications and internal audit reviews
- **Works closely with Shared Services**, as well as other internal and external key stakeholders to manage the administration of the benefits programs
- **Analyzes external benchmarking** to evaluate the competitiveness of our benefit programs
- Keeps abreast of **external environment for emerging trends, regulatory changes**, best practices and incorporates into programs
- **Works with Internal/External Communications, Government Affairs, and Human Resource** business partners to ensure integration of all programs and linkage to customers in support of the service model; change management and focus on messaging internally.
- **Represents Gap Inc.** and participates in forums such as Retail Benefits Group, Conference Board, and NGBH

Key Experiences/ Attributes

- **12-15 years experience** within Benefits function. Global benefits &/ Retirement experience highly desirable
- **Health plan management experience**, including health care consumerism, participant communications, large scale implementations and change management
- **Thorough knowledge of ERISA and other laws governing employee benefits**; strong understanding of PPACA and experience with state and local mandates
- **Experience in large companies** employing significant numbers of exempt and non-exempt employees
- Experience working with **external vendors who provide co-sourced or outsourced benefits administration services**
- **Bachelor's Degree** or equivalent experience a must.
- **Strong business acumen**, particularly financial and analytical skills; solid understanding of IT capabilities with HRMS desirable.
- **Demonstrated ability to lead multiple projects**; manage multiple vendors and outside consultant relationships
- **Advises and influences**, gaining alignment across business units and functions
- **Successfully navigates** challenging and sensitive situations requiring supportive change management and communications
- **A consultative style, executive presence**, consensus-building ability, and outstanding and effective interpersonal and oral and written communication skills. Comfortable presenting to executives as well as large groups.
- **Passion for customer experience and problem solving**
- **Team Leadership**- experience building, managing and inspiring a broad team