

## Human Resources Job Function

### HR Benefits Consulting Mgt II

Grade: 56

Job Code: H0056M

Job Family: HR Benefits

Job Family Matrix: [HR Benefits Matrix](#)

#### Summary

Oversee the benefit services center operations to ensure timely and satisfactory customer service support provided to employees, faculty and retirees related to benefit plan enrollment, utilization, and related plan administration issues.

#### Core Duties

- Responsible for effective staff management for a group or team of employees, including hiring and orientation, training and development; workflow and performance management, and the promotion of an inclusive and innovative work environment
- Communicate with a variety of secondary sources (vendors, attorneys, etc.) to research issues and obtain specialized information for second tier problem resolution
- Collect and interpret service center utilization data trends to identify opportunities for modifications and/or process improvements
- Assist in the development of new processes and procedures to improve efficiency both internally and with vendor partners
- Assist senior benefits consultants with special projects including vendor reviews and plan design
- Serve as escalation point for benefit representatives on complicated customer service issues
- Coordinate vendor management activities, which include hosting regular service meetings, maintaining a log of issues and working with the vendor to ensure timely resolution of problems
- Act as a key participant on the Open Enrollment Team and conduct internal benefits training
- Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations

#### Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 3 years' relevant benefits experience

#### Additional Qualifications and Skills

- Supervisory experience
- Microsoft Office Suite, especially Excel
- Advanced knowledge of applicable federal and state laws, regulations and guidelines, including the Employee Retirement Income Security Act (ERISA) and IRS Sections 125, 403(b), 457(b) and 401(a)

#### Certificates and Licenses

#### Physical Requirements

#### Working Conditions

- Work is performed in an office setting