

Human Resources Job Function

HR Benefits Consulting Mgt III

Grade: 57

Job Code: H0057M

Job Family: HR Benefits

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

Summary

Manage relationships to schools or unit, local Human Resources, and Faculty Affairs and vendors to ensure accurate and timely administration of benefits programs and associated processes. Provide benefits counseling and respond to and resolve benefits inquiries.

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
- Apply subject matter expertise to administer benefits programs and resolve employee benefits questions/issues
- Serve as vendor manager for select benefits program(s)
- Develop reports and analyze statistics to identify opportunities for modification and/or process improvements
- Review processes and procedures and implement improvements in order to improve efficiency and ensure programs are compliant
- Act as a resource and coach for Benefits Representatives regarding best practices in benefits administration and customer service
- Serve as escalation point for benefit representatives on complicated customer service issues
- Develop, implement, and maintain robust benefits educational products, including training and seminars; provide education to faculty and staff on employee benefit initiatives and practices for current offerings
- 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 5 years' relevant benefits experience

Additional Qualifications and Skills

- Supervisory experience
- Knowledge of 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