

Human Resources Job Function

HR Benefits Consulting Mgt VI

Grade: 60

Job Code: H0060M

Job Family: HR Benefits

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

Summary

Provide strategic leadership and direct the development of benefits training and client services programs. Manage the overall program design, compliance, operations, and participant education and counseling

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
- Direct the overall administration of benefits training programs and seminars
- Promote customer satisfaction and develop and implement standards for high quality services
- Identify and develop PeopleSoft reports to meet requests for benefits related information
- Develop metrics and evaluate ongoing vendor performance; ensure optimal service and cost effectiveness
- Evaluate and update current policies and procedures or develop and implement new policies; develop and lead strategic plan to deliver and implement program changes
- Ensure all benefits communications and training is accurate and timely delivered to the service center personnel
- Ensure customer contact is effective and ensure escalation is minimized
- Establish and maintain strong professional relationships at all levels of the organization
- Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations

Basic Qualifications

- Master's degree or equivalent work experience required
- Minimum of 10 years' relevant benefits experience
- Supervisory experience

Additional Qualifications and Skills

- Advanced knowledge of Microsoft Office Suite
- Advanced knowledge of HU policies, benefit plans, programs, and applicable laws
- 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