UNIVERSITY OF SOUTHERN CALIFORNIA

Benefits Assistant

Job Code: 117035

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Grade: G
OT Eligible: Yes
Comp Approval: 5/21/2008

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**JOB SUMMARY:**

Provides information and assistance to faculty and staff regarding the company’s health & welfare and/or retirement programs. Provides clerical and/or secretarial support. Processes and files benefits forms and related information. Communicates procedures and guidelines. Has responsibility for informing employees of eligibility, verifying validity of claim forms and maintaining benefit records.

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**JOB ACCOUNTABILITIES:**

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- **Counsels all university employees regarding health & welfare and/or retirement programs.** Meets with and assists employees in completing relevant forms and informs employees of required certification documents. Answers questions pertinent to Benefits Administration.

- **Advises employees, prospective employees or retirees on eligibility for benefits programs or services.** Provides information regarding related policies according to guidelines and established procedures.

- **Reviews forms and/or requests and ensures that required documentation is complete, accurate and in compliance with regulatory requirements.**

- **Reviews, approves and/or cancels electronic benefit enrollment transactions.** Follows up with employees for appropriate documentation and forwards to vendor as necessary. Prepares reports for pending processes.

- **Creates, reviews, maintains and updates various reports for use in the daily operations of Benefits Administration.**

- **Interacts with benefit carriers and/or other university departments to facilitate processing and/or resolve enrollment eligibility issues or vendors.**

- **Provides clerical or secretarial support as requested or required.** Types letters, composes correspondence for own signature or signature of supervisor. Maintains departmental records and files. May file, scan or review documents for accuracy of image in employee’s file.

- **Oversees processing and recordkeeping functions.** Ensures adequate and consistent procedures and methods for information tracking and retrieval. Determines information needs and develops reporting formats.

- **Researches information, compiles statistics and gathers data as necessary.** Assists with special reports and projects as requested. Assists supervisor in areas of responsibility during periods of peak volumes and/or employee absences.

- **Prepares and maintains materials for new hire orientation.** Ensures all necessary benefit materials are in stock.
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: □ No  □ Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Related Undergraduate Study
- Combined work experience and education as equivalent.

**Minimum Experience:**
- 1 Year

**Minimum Field of Expertise:**
- Benefits or Human Resources support services background.

**Preferred Education:**
- Associate’s Degree

**Preferred Experience:**
- 2 Years

**Skills: Administrative:**
- Answer telephones
- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compose letters
- Compute totals
- Edit routine documents
- Establish filing systems
- Gather data
- Input data
- Maintain filing systems
- Research information
- Schedule appointments
- Understand and apply policies and procedures
- Understand and enforce regulatory guidelines
- Use database and/or word processing software
- Verify calculations
- Write memorandums for own signature

**Skills: Machine:**
Supervises: Level:

May oversee student, temporary and/or casual workers.

SIGNATURES:

Employee: ___________________________ Date:_____________________________

Supervisor: _________________________ Date:______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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