UNIVERSITY OF SOUTHERN CALIFORNIA

Benefits Specialist

Job Code: 117039

Grade: I
OT Eligible: No
Comp Approval: 7/29/2008

JOB SUMMARY:
Has responsibility for overseeing the administrative operations of one or two key benefit programs. Provides specialized benefit services in assisting with the management, coordination and administration of the health and welfare and/or retirement benefit programs, projects and activities, including participating in development of longer term benefits vision; participating in evaluation, development and implementation of policies and procedures; promoting and communicating benefit programs; making presentations; and coordinating changes with both external vendors and internal units. Providing professional consultative services to faculty and staff on an individual or group basis regarding specific health and welfare and/or retirement programs. Leads other benefit staff on a project or permanently-assigned basis.

JOB ACCOUNTABILITIES:

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<td>Has responsibility for overseeing the administration of one or two key benefit programs. Provides specialized benefit services in assisting with the management, coordination and administration of health &amp; welfare and/or retirement programs and ensuring compliance with university objectives and state and federal regulations. Resolves day to day employee benefit issues and participates in development of longer term benefits vision.</td>
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<td>Provides professional consultative services, technical expertise and advisement to faculty and staff on an individual or group basis regarding specific health and welfare and/or retirement programs covering areas such as benefits eligibility, enrollment, status changes and offerings. Meets with faculty, staff, and/or dependents to facilitate problem resolution and provide information.</td>
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<td>Approves exceptions to benefit policies. Follows up with employees for appropriate documentation and forwards to vendor as necessary. Prepares reports for pending processes. Ensures compliance with regulatory guidelines and policy.</td>
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<td>Oversees short-term projects including managing project schedules and plans in order to report on the delivery of projects, as requested. Provides a variety of special project management services in such areas as data analysis, research, and reporting including analysis and evaluation of benefit tools, process requirements, etc. Assists with driving special projects through various stages of the project lifecycle including project initiation, planning, execution and closure. Researches and collects data for special projects and management studies, and/or reviews data gathered by others for reasonableness and accuracy. Makes recommendations to management. Assists in coordinating annual open enrollment process.</td>
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<td>Provides guidance and direction to department staff. Leads others in the planning and delivery of projects, services, activities and special events, as appropriate. Demonstrates techniques, equipment or procedures to others. Maintains quality/quantity standards.</td>
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Promotes and publicizes benefit programs describing features of specific health and welfare or retirement programs. Assists in designing and developing information or promotional materials to publicize services and events. Assesses and evaluates effectiveness of benefit materials and makes modifications as appropriate. Serves as resource for information exchange on services or program features. Makes formal presentations to employees and or departmental management concerning benefit programs, as required.

Participates in the evaluation, development and implementation of benefit program policies and procedures. Advises employees and departmental management on interpretation of benefit policies, programs and procedures.

Develops and conducts benefit orientations focused on education of new hires on a regular basis.

Interacts with university departments and vendors to resolve issues and discrepancies, exchange and update information and enlist support for various benefit matters.

Provides guidance and assistance to home department coordinators. Facilitates problem resolution at participant and benefit plan level.

Researches and gathers data from various sources and prepares reports for management review. Analyzes and evaluates reports for discrepancies. Resolves issues and makes recommendations to management as appropriate. Submits status reports on program activities.

Assists in maintenance of internal activity tracking databases for information storage and retrieval purposes and consistency and accuracy. Trains department staff on use of systems and assists with user problems.

Maintains currency with all applicable state and federal laws and regulations and university policies and procedures to assist with ensuring compliance.

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:
- Bachelor’s degree
- Combined work experience and education as equivalent

Minimum Experience:
- 2 years
Minimum Field of Expertise:

Directly related experience in benefits/human resources specialization. Knowledge of federal and state laws and regulations related to benefits. Demonstrated interpersonal skills.

Preferred Education:

Bachelor's degree

Preferred Experience:

3 years

Skills: Other:

- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conceptualization and design
- Consulting
- Counseling
- Customer service
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public speaking/presentations
- Research
- Scheduling
- Statistical analysis
- Teaching/training

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:

Leads employees performing similar work on a project basis.
Leads one or more employees performing similar work.
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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