



JOB INFORMATION

<i>Job Code:</i>	117039
<i>Job Title:</i>	Benefits Specialist
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads employees performing similar work on a project basis.; Leads one or more employees performing similar work.
<i>Job Family:</i>	Employee Benefits
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related experience in benefits/human resources specialization.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of federal and state laws and regulations related to benefits.
X		Demonstrated interpersonal skills.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 & 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.				
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.				
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.				
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.				
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.				
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.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Maintains currency with all applicable state and federal laws and regulations and university policies and procedures to assist with ensuring compliance.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.