

Job Level	Title: Benefits Administrator	Professional Level II
Oversight Received	<ul style="list-style-type: none"> * Consistently and effectively, support the administration of benefit plans in compliance with applicable laws, regulations, and/or policies while introducing innovative and efficient process improvements. 	<ul style="list-style-type: none"> • Limited supervision through review of work product • Periodic monitoring of work
Problem Solving	<ul style="list-style-type: none"> * Support benefits strategy and day-to-day operations through in-depth analysis, technical support, project management and relationship building. * Administration and hands-on oversight of enrollment system entry for all classifications of employees. * Correct plan enrollment and/or facilitate claim disputes with vendors. * Determine eligibility and plan adherence to Federal laws (FMLA, COBRA, ACA, HIPAA, USERRA, QMCSO, and Section 125) * Investigates and identifies origin of problem, instructs and provides direction to benefit plan providers * Determine eligibility for the University Study Privilege and Tuition Scholarship programs based upon employment classification and plan document rules. * Review and make benefit determinations for FMLA based upon law and policy 	<ul style="list-style-type: none"> • Applies concepts to resolve a variety of problems • Discretion to determine a course of action with review
Interaction/ Communication	<ul style="list-style-type: none"> * Provide guidance to campus constituents on employee benefit-related laws, regulations, and/or policies including HIPAA, COBRA, FMLA, ACA, Health and Welfare plans, life insurance, parental leave, tuition scholarship and employee study privilege. * Campus presentation in large group settings. * Function as a liaison between vendors and employees, explain benefit programs in a clear, concise manner and advises employees on eligibility, coverage, and other benefit matters. * Mentor HR Service Center and assist as necessary. 	<ul style="list-style-type: none"> • Communicates to a broad audience that may be outside of occupational discipline
University Impact	<ul style="list-style-type: none"> * Act as first point of contact and liaison between employees and insurance providers to help resolve benefits related issues that support the health, welfare and retirement plan administration of each program while performing the full range of professional related responsibilities for active employees, retirees, COBRA participants and survivors. * Create and maintain regulatory compliant benefit decisions exercised through daily plan administration. This professional position serves as a regulatory resource to provide information and problem solving for benefit plans enabling the incumbent to make informed decisions regarding selection and enrollment in insurance, retirement plan choice, retiree subsidies and benefit programs using interactive decision support and enrollment systems. 	<ul style="list-style-type: none"> • Working knowledge of University policies and systems • Impact is on work team or department
Typical Education	<ul style="list-style-type: none"> * Bachelor's degree required in business or any similarly related degree field. * At least 2 years working in a position that provides high-level service to employees who are benefit plan participants with experience obtained preferably in a large complex organization with 1,000+ employees or in an institution of higher education. 	<ul style="list-style-type: none"> • Working knowledge of University policies and systems • Bachelor's degree