



## Executive Director, Benefits Programs and Leave Administration

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	117053
<i>Job Title:</i>	Executive Director, Benefits Programs and Leave Administration
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.; May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Employee Benefits
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	4 Administrator

#### JOB SUMMARY

Drives the strategic vision, design, and development of benefits, retirement and leave of absence programs, policies, and processes. Ensures benefits and LOA programs and packages are flexible, support employees' needs and improve the university's ability to attract and retain top talent. Responsible for ensuring all retirement, benefits and leave programs and policies are compliant with state and federal regulations.

#### JOB QUALIFICATIONS:

##### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master'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		12 years	
	X	15 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		Bachelor's degree in business, psychology, communications, or other related fields.
X		Twelve years' experience in human resources, benefits and retirement administration.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Six or more years in leadership/management roles, building exceptional teams and providing consistent feedback to achieve goals and drive positive change.
X		Extensive experience in leave of absence administration at high volume, fast paced organizations.
X		Demonstrated success evaluating benefits and related programs, assessing the effectiveness of existing plans/policies and implementing procedural or benefit changes and revisions.
X		Experience developing market-competitive LOA and benefits programs that are aligned with strategic goals and proven success ensuring compliance with all policies and regulations.
X		Demonstrated project management experience, providing personalized customer service and oversight from inception to delivery.
X		In-depth knowledge of the Family Medical Leave Act, military leaves and other applicable state/federal laws, with the ability to learn the university's own policies.
X		Demonstrated experience integrating leaves and benefits and establishing other collaborative initiatives, working cross-functionally and delivering results while partnering with multiple departments.
X		Excellent facilitation and written and oral communication skills, with the ability to maintain confidentiality.
X		Experience redesigning large-scale programs and driving continuous improvement initiatives.
X		Proven track record of building strong relationships with senior stakeholders/leadership, working closely with senior leaders/executives to develop action plans, identify needs and deliverables, and present results and recommendations.
X		Proficiency with Microsoft Office.
	X	Master's degree in business, psychology, communications, or other related fields.
	X	Eight or more years' experience as a benefits/leave leader in large, matrixed organizations.
	X	Certified Benefits Professional, Certified Employee Benefit Specialist, Certified Compensation Professional, or other similar certifications.
	X	Experience in higher education, disability program management and/or unionized environments.
	X	Proven track record of building trust and positively influencing departmental culture during change.
	X	Ability to present recommendations to leadership of all levels.
	X	Experience developing comprehensive communications and training materials to support the rollout of benefits programs that are well understood and valued by employees.
	X	Demonstrated expertise implementing new systems and solving complex challenges.
	X	Ability to train staff on emerging industry trends and ensure quality baseline of department knowledge.
	X	Excellent influencing and negotiation skills, able to present ideas to senior executives and gain buy-in and alignment around key priorities.
	X	Able and comfortable identifying knowledge and resource gaps and utilizing industry trends to create development opportunities.

## Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages and administers the design, implementation, and administration of benefit plans and programs (e.g., health, retirement, tuition assistance). Provides guidance to other human resources teams on benefits administration responsibilities (e.g., eligibility, billing, disability and leaves). Conducts benefits benchmarking and gap analyses and provides recommendations to ensure competitiveness and cost efficiency. Sets direction, monitors performance, and initiates and communicates changes in direction as needed				
Oversees the benefits experience with in-depth knowledge of health, welfare and retirement benefits strategy, design and best practices. Negotiates coverage, services and costs with carriers, brokers and program vendors. Manages annual Form 5500 filings, audits and retirement plans. Identifies risks and issues with benefits and compliance, escalating and triaging appropriately. Develops credibility with stakeholders and academic leadership, building an effective internal/external network to drive change.				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Ensures operational excellence in the day-to-day management of benefits programs, vendor management, new hire enrollment, open enrollment, compliance requirements, budget management, and system requirements. Leads managers to clearly define their customer groups and complex needs. Communicates expectations of service excellence to the broader team and interacts regularly with stakeholders to collect feedback and identify improvement opportunities.				
Manages annual renewals and open enrollment planning (e.g., identifying and recommending changes or enhancements to benefits and cost-sharing). Translates high-level organizational vision into benefits administration policies and programs. Invites managers to share observed issues and recommended solutions. Stays current with legal/regulatory changes affecting benefits plans.				
Develops plans for benefit communication strategies to ensure effective promotion, understanding and utilization especially during critical benefits milestones (e.g., onboarding, open enrollment). Effectively delivers critical information tailored to different audiences and perspectives. Maintains open lines of communication, actively listening to questions, issues and concerns from the team and broader HR organization. Builds consensus by resolving conflicts in an open and positive manner.				
Spearheads initiatives to update policies, benefit plans or processes to ensure satisfied employees and adherence to the university's overall strategy. Aligns benefits offerings to employees needs while maximizing return-on-investment for the university. Promotes an environment that fosters inclusive relationships and create unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## 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.