



JOB INFORMATION

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| <i>Job Code:</i> | 117035 |
| <i>Job Title:</i> | Benefits Assistant |
| <i>FLSA Status:</i> | Non-Exempt |
| <i>Supervisory:</i> | May oversee student, temporary and/or casual workers. |
| <i>Job Family:</i> | Employee Benefits |
| <i>Job Family Group:</i> | Human Resources |
| <i>Management Level:</i> | 7 Individual Contributor |

JOB SUMMARY

Provides information and assistance to faculty and staff regarding the university'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.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|-----------------------------|-----------------------|
| X | | Related undergraduate study | |
| | X | Associate'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 | | 1 year | |
| | X | 2 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 | | Benefits or human resources support services background. |

Other Job Factors

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|--|---------------|------------------|-----------------|------------|
| 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. | | | | |
| 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. | | | | |
| Performs processing and recordkeeping functions. Maintains electronic databases for benefits tracking purposes. Ensures accuracy of data with vendors and/or university departments. 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. | | | | |

Other Requirements

| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
|-------------------|--|-------------------|---|
| No | 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. | No | 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.