



## Manager, Benefits and Program Administration Job Description

### JOB INFORMATION

Job Code:	117051
Job Title:	Manager, Benefits and Program Administration
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Employee Benefits
Job Family Group:	Human Resources
Management Level:	6 Manager
Manager, Benefits and Program Administration	

### JOB SUMMARY

Manages the design, development and daily operations of employee benefit programs, focusing on health, welfare and tuition assistance programs. Ensures efficiency and that university policies are aligned with regulatory compliance throughout. Manages the implementation, evaluation and improvement of benefit programs, policies and procedures, and performs regulatory and compliance documentation and reporting as needed.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
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

Req	Pref	Work Experience	Experience Level
X		7 years	in human resources and/or benefits management
X		1 year	in a leadership/management role
	X	10 years	in higher education
	X	4 years	in a leadership/management role

#### 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		Experience partnering with and presenting to senior leadership, including identifying needs, developing action plans, executing deliverables, and presenting results and recommendations.
X		Experience developing benefits programs that are market leading and market competitive, aligned with strategic goals, and administered in compliance with university policies and government regulations.
X		Strong analytical skills and thorough knowledge of plan designs.
X		Demonstrated knowledge of all pertinent federal and California state regulations, filing and compliance requirements, both adopted and pending, affecting employee benefits programs, (e.g., ACA, ERISA, ADA, Social Security and DOL requirements).
X		Experience establishing collaborative initiatives with multiple departments.
X		Demonstrated excellence providing personalized customer service.
X		Demonstrated complex project management experience, providing effective oversight from inception to delivery.
X		Demonstrated ability to effectively manage time, prioritize tasks, work independently and maintain confidentiality.
X		High integrity and judgement in managing and reporting on confidential/sensitive information.
X		Excellent communication and facilitation skills, proven track record of building strong collaborative relationships with senior stakeholders.
X		Proficiency with Microsoft Office.
	X	Demonstrated success evaluating benefits and related programs, assessing the effectiveness of existing plans or policies and implementing procedural or benefit changes and revisions.
	X	Experience developing comprehensive communications and training materials to support the rollout of benefits programs that are well understood and valued by employees.
	X	Experience reviewing both short- and long-range cost estimates/projections and relevant statistical analyses regarding program modifications and new program implementations.
	X	Demonstrated experience building and managing exceptional teams and providing consistent feedback to achieve results in line with strategic goals and their team's career growth.
	X	Ability to analyze internal and external market data and prepare and present recommendations to HR leadership.
	X	Experience performing regulatory and compliance documentation and reporting.
	X	Ability to identify knowledge and resource gaps and comfort utilizing industry trends to create opportunities for development for their teams.
	X	Ability to update knowledge base content to assist with frequently asked questions, self-service and service delivery.
	X	Demonstrated success positively influencing department culture through trust-building.
	X	Ability to train staff on emerging industry trends and ensure quality baseline of department knowledge.

## Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X	Certified Employee Benefits Specialist - CEBS (IFEBP)	
	X	Certified Compensation Professional - CCP (WorldatWork)	
	X		Certified Benefits Professional and/or other similar certifications

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages the design, development, and daily operations of employee benefit programs and/or plans (e.g., tuition assistance, retirement, childcare), ensuring efficiency and regulatory compliance throughout. Performs regulatory and compliance documentation and reporting as needed to monitor plan/program performance. Oversees the technical facets of executing seamless open enrollment experiences for all employees. Reviews short- and long-range cost estimates/projections, as well as relevant statistical analyses regarding program modifications and new program implementations.				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Maintains, evaluates and improves benefits offering based on employee needs, research and market trends. Manages third-party relationships and negotiates coverage, services and costs with carriers, brokers and program vendors. Conducts benefits benchmarking and gap analyses, and provides thoughtful recommendations to ensure the competitiveness and cost efficiency of programs and vendors. Sets direction, monitors performance and initiates, and communicates changes in direction as needed.				
Manages the implementation, evaluation and improvement of benefits programs, policies and procedures, and performs regulatory and compliance documentation and reporting as needed. Works closely with other cross functional teams to implement and manage programs and policies. Solicits, evaluates and incorporates feedback for overall improvement. Monitors and evaluates the effectiveness of existing plans to ensure they are competitive and cost effective.				
Partners interdepartmentally to gather employee data and oversee monthly billing and voucher preparation for payment of administrative fees for all group plans. Develops communication and training strategies for benefits employees as well as the university community. Engages employees in educational programming for benefit plans through events (e.g., open enrollment, workshops).				
Serves as a benefits subject matter expert and responds to high-level inquiries. Oversees team of benefits practitioners managing critical employee needs related to the administration of key programs, (e.g., daily benefits processing, enrollments, COBRA, terminations). Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with 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>			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.