



Job: Senior Benefits Specialist

Date of Issue	August 2023	CBU	NR
Position No.	00022924	Job Family	08
Department	SOHR	FLSA	Exempt
Campus	University Services	Wage Grade	03

Primary Purpose of Position

Collaborates closely with HR teams, employees, and external vendors to ensure the effective design, implementation, and administration of various benefit plans. Coordinates and administers activities and duties related to employee benefits and retiree benefits to ensure compliance with UMS policies, federal and state leave regulations (such as the Family Medical Leave Act, ADA, etc.), union contracts and non-represented handbooks, as well as relative benefit plan documents. Performs activities related to the coordination of non-personal leaves of absence; Medical including FMLA (Family Medical Leave Act) and non-FMLA and return to work with non-occupational injuries or illness, assists employees to remain at or return to work with all necessary support and resources. Provides expert-level, customer service to all types of employees, managers, and human resources on complex benefit and leave matters. Addresses walk-ins, telephone, fax and email inquiries regarding employee and retiree benefits, leaves of absence, and retains accurate records in MaineStreet HRMS for proper reporting, billing, and account reconciliation. Responds to and resolves inquiries with timely, accurate and professional responses ensuring efficient service and support according to standard processes, union contracts and handbooks, legal and UMS policies and protocol; solves problems and interprets complex requests and escalates where appropriate.

Essential Duties

- Oversees the day-to-day administration of retiree benefits, including health and retirement incentives.
- Supports the administration of leave programs and policies in accordance with applicable federal and state laws and leave policies, including leave requests intake, leave eligibility determination, sending required notices, forms, and letters, and independently approving or denying leave cases based on relevant medical information and recertifying leaves in accordance with policy within required timeframes.
- Provides accurate and timely consultation to employees prior to their leave of absence regarding leave policies, appropriate leave protections, use of paid time off, and short-term disability benefits. Calculate leave duration and communicate absence/FMLA information to appropriate parties.
- Act as a subject matter expert for employee inquiries and concerns. Assist employees in resolving complex benefits-related issues and appeals.
- Compile, review and respond to annual audits and required filings.

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- Maintain current knowledge on leave guidelines under applicable federal and state laws.
- Recommends next steps in coordination with Manager of Benefits and Wellness, ADA Coordinator, Workers Compensation Coordinator and HR Partners to aid in the leave of absence accommodations/review process and to define/refine leave policy language.
- Provides complex employee and non-employee human resources operations support which may include one-on-one consultations, benefit fairs, Open Enrollment presentations, preparing and distributing human resources documents and presentations.
- Composes, edits, and reviews a variety of standard and/or specialized correspondence, files, reports, documents, applications, forms, memos, and/or other applicable materials.
- Collaborate with benefits providers, insurance companies and third-party administrators to ensure smooth plan administration and resolve any issues.
- Generate reports for senior management detailing key metrics and trends related to retiree benefits.
- Manages, reviews, analyzes, investigates, and corrects complex data, confidential records, and information for the employees and non-employees' processes employee changes in MaineStreet for all areas of HRMS; maintains data integrity and troubleshoots human resources data and vendor file integrations and ACA reporting.
- Monitors and adjusts earnings distributions to appropriate General Ledger accounts; manages accounts receivable for benefits premiums, reconciles benefits-related liability accounts.
- Provides support on special projects and initiatives as required.
- Develops policies and procedures to improve efficiency and effectiveness of business processes. Explores and tests new and/or upgraded functionality in all systems such as MaineStreet, ImageNow, telephone system, OneDrive, etc.
- Performs other duties of a similar nature or level.

Supervisory Responsibilities

None.

Reporting Relationship

Reports to the Director of the Employee Benefits Center.

Knowledge, Skills, and Qualifications

Required:

- Working knowledge of retirement plans (both defined contribution and defined benefit plans), health and wellness benefits, including retiree health/Medicare.
- Working knowledge of all pertinent federal and state regulations affecting leave programs including FMLA and state leave laws and ADA.



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- Ability to make proactive and well-informed decisions which consider the impacts and implications for compliance with UMS policies and external regulations.
- Ability to work professionally with sensitive, proprietary data & information while maintaining confidentiality.
- Ability to understand and resolve complex data, file integration, and record keeping issues.
- Ability to exercise sound judgment in responding to inquiries; understands when to route inquiries to the next level.
- Bachelor's degree or equivalent in education and experience.
- Excellent interpersonal skills including the ability to interact effectively and professionally with individuals at all levels, both internal and external.
- Experience working within established policies, procedures, and practices of an organization.
- Self-motivated with strong organizational skills and superior attention to detail.

Preferred:

- Master's degree.
- Several years' experience in working with employee benefits, preferably in a senior or leadership role.
- Experience working in higher education with multiple unions.
- Experience working with employees on sensitive issues involving financial, health, and disability concerns.

Note: University Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.

Signatures

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____