

CLASSIFICATION SPECIFICATION

Collegewide Benefits Manager

FT/PT Class Code: 3101, 3601 Pay Grade: B/C 18 FLSA: Exempt Est. 07/01/13

SUMMARY STATEMENT: An incumbent is responsible for managing the daily administration of College and State of Delaware benefit programs at a Collegewide level through coordination, interpretation, and reconciliation of these programs. Duties include coordinating the Short-Term Disability/Long Term Disability programs; overseeing the researching and verifying of State of Delaware service time; providing pre-retirement, retirement, and post retirement counseling and application processing for regular, disability, and vested pensions; and serving as the co-coordinator for the PHRST system.

NATURE AND SCOPE:

An incumbent reports to an administrative supervisor. Incumbents participate in developing short- and long-term organizational goals and objectives, and in designing, recommending, and implementing human resources policies, procedures, and programs to meet operational needs. Class incumbents provide advice, guidance, and interpretation consistent with applicable laws, rules, policies, and procedures. Typical contacts are virtually all campus employees, staff employees at the Office of the President, officials at other State agencies, and the general public. Many contacts, due to the nature, require the exercise of significant tact, discretion, and confidentiality.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Manages the daily administration of College and State of Delaware benefit programs at a Collegewide level through coordination, interpretation, and reconciliation of these programs. Serves as a liaison between employees and vendors in resolving issues related to benefit programs. Researches and resolves benefits-related problems.
2. Provides pre-retirement, retirement, and post-retirement counseling and application processing for regular, disability, and vested pensions.
3. Coordinates the annual benefits re-enrollment periods, e.g. flexible benefits, life insurance, flexible spending accounts and health care benefits.
4. Analyzes and interprets State and federal laws, rules and regulations governing benefit programs to ensure College compliance. Provides ongoing advice and counsel to administrators, supervisors, managers, employees and campus human resources staff to resolve benefits issues. Serves as the co-coordinator for the PHRST system.
5. Oversees the research and verification of State of Delaware service time and the determination of creditable service for pension purposes. Oversees the resolution of service time and creditable compensation discrepancies with the Office of Pensions.

PRINCIPAL ACCOUNTABILITIES, cont'd:

6. In conjunction with supervisor, analyzes additional benefit programs and enhancements to current programs to determine the feasibility of providing them to employees. Coordinates the bidding of benefit programs.
7. Provides training and support to campus Human Resources staff and creates, maintains, and distributes benefits manuals and operating procedures to campus HR employees.
8. Reconciles vendor documents to employee benefit selections and processes vendor payments. Compiles benefit information for surveys as required.
9. Plans, assigns, reviews, and evaluates the work of professional, technical, and support staff.
10. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of applicable State, federal and College laws, rules, regulations, policies, and procedures pertaining to benefits administration.
- ◇ Knowledge of word processing and spreadsheet software.
- ◇ Knowledge of the methods used to assemble, analyze and interpret data, and preparing reports.
- ◇ Skill in interpreting, maintaining records, analyzing, prioritizing, and thinking critically.
- ◇ Ability to manage multiple projects simultaneously while under pressure to meet deadlines.
- ◇ Ability to communicate effectively, both orally and in writing. .
- ◇ Ability to use sound judgment and reach logical conclusions.
- ◇ Ability to identify and analyze problems/needs/issues, assess their impact and make recommendations.
- ◇ Ability to supervise staff.
- ◇ Ability to develop, recommend, and implement campus or College human resources operating procedures or policies.
- ◇ Ability to establish and maintain effective working relationships with College/campus administrators, supervisors, employees, and the public.
- ◇ Ability to effectively communicate and relate to a diverse population in a multicultural environment.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and four (4) years of responsible human resources experience; or other equivalent combination of education and experience.