

UNIVERSITY OF SOUTHERN CALIFORNIA
Manager, Benefits and Program Administration
Job Code: 117051

OT Eligible: **No**

Comp Approval: **2/2/2022**

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 ACCOUNTABILITIES:

***E/M/NA % TIME**

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| | | 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. |
| | | 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). Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. |
| | | Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. |

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined work experience and education as equivalent

Minimum Experience:

7 years

Minimum Field of Expertise:

Seven or more years’ experience in human resources and/or benefits management, with one or more year in a leadership/management role. Experience partnering with and presenting to senior leadership, including identifying needs, developing action plans, executing deliverables, and presenting results and recommendations. 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. Strong analytical skills and thorough knowledge of plan designs. 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). Experience establishing collaborative initiatives with multiple departments. Demonstrated excellence providing personalized customer service. Demonstrated complex project management experience, providing effective oversight from inception to delivery. Demonstrated ability to effectively manage time, prioritize tasks, work independently and maintain confidentiality. High integrity and judgement in managing and reporting on confidential/sensitive information. Excellent communication and facilitation skills, proven track record of building strong collaborative relationships with senior stakeholders. Proficiency with Microsoft Office.

Preferred Education:

Master's degree

Preferred Experience:

10 years

Preferred Field of Expertise:

Ten or more years' experience in higher education. Four or more years in a leadership/management role. Demonstrated success evaluating benefits and related programs, assessing the effectiveness of existing plans or policies and implementing procedural or benefit changes and revisions. Experience developing comprehensive communications and training materials to support the rollout of benefits programs that are well understood and valued by employees. Experience reviewing both short- and long-range cost estimates/projections and relevant statistical analyses regarding program modifications and new program implementations. 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. Ability to analyze internal and external market data and prepare and present recommendations to HR leadership. Experience performing regulatory and compliance documentation and reporting. Ability to identify knowledge and resource gaps and comfort utilizing industry trends to create opportunities for development for their teams. Ability to update knowledge base content to assist with frequently asked questions, self-service and service delivery. Demonstrated success positively influencing department culture through trust-building. Ability to train staff on emerging industry trends and ensure quality baseline of department knowledge. Certified Benefits Professional, Certified Employee Benefit Specialist, Certified Compensation Professional, or other similar certifications.

Supervises: Level:

Supervises employees and/or student workers.

SIGNATURES:

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer