JOB DESCRIPTION

POSITION TITLE: Benefits Administrator

JOB CLASS: Staff

SUPERVISOR: Assistant Director, Total Rewards

CLASSIFICATION: Full Time

LOCATION: DeLand

SUPERVISORY: None

DEPARTMENT: Human Resources

POSITION OVERVIEW:

This position provides the daily frontline management and administration of the University's employee benefit programs. It is responsible for counseling employees and retirees on benefit options, and ensures the timely processing of all benefit actions. It further provides support and guidance in evaluating and selecting benefits products and providers, and promotes the University’s One Stetson philosophy by providing ongoing support and services to all campuses and sites. This position functions within a matrix HR team. As an integral part of this organizational structure, the position routinely reports to the Assistant Director for Total Rewards, while it may also have frequent direct interactions with the Directors of Human Resources for DeLand and the College of Law, and the Associate Vice President of Human Resources. The position requires the ability to work effectively with all University constituents and the ability to effectively manage multiple priorities and deadlines.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:

The qualifications and skill requirements for this position include:

Minimum requirements:

- A Bachelor’s degree.
- Five years or more years of experience in Human Resources benefits administration.
- Experience with data entry and management within an ERP system is required.
- Experience in managing various product vendors and broker relationships.
- Excellent written and verbal communication and customer service skills.

Preferred:

- Experience in higher education HR.
- Prior experience with the Ellucian Banner ERP system.
ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:
The essential job functions and responsibilities (please note that any physical requirements should be listed as a part of relevant essential functions, i.e. lifting requirements, equipment operations, etc.):

- Maintain currency with regulations regarding all benefit lines.
- Maintain thorough knowledge of Benefit plans, contracts, and vendor agreements.
- Analyze and recommend changes in benefits, benefit policies and procedures, and legal compliance issues with regards to the University’s benefits programs.
- Manage and maintain positive relationships with benefit providers and vendors. Seek to enhance benefit offerings by exploring relationships with new vendors.
- Liaison between the University, employees and retirees, and benefit vendors.
- Maintain all benefits related information in the University’s Banner system, including rule forms and employee specific information.
- Provide Banner support to the Human Resources team.
- Process reports and queries as requested, and support the data gathering efforts of the University Benefits Advisory Council.
- Maintain confidential employee information according to HIPAA guidelines.
- Perform other site and position specific functions as assigned.

ROUTINE DUTIES AND RESPONSIBILITIES:
Detail the routine daily tasks and responsibilities:

- Provide guidance and assistance to employees in making benefit selections and enrollments.
- Provide comprehensive orientation sessions for new employees introducing them to the University and to their benefit options.
- Process benefit enrollment forms and ensures proper monthly deductions are entered into Banner.
- Assist employees with qualifying event changes to benefits.
- Assist employees with retirements, separations, and terminations. Provide proactive guidance and benefit support in filing appropriate paperwork and obtaining benefits at separation from the University including retirements and COBRA processes.
- Serve as the point of contact for retiree benefit issues and provides management and oversight to ongoing retiree transactions (benefit changes, reconciling invoices, collecting premiums, and processing death claims).
- Resolve ongoing claims issues with employees, retirees, and dependents. Coordinates with employees and vendors to ensure timely resolution.
- Process all short-term disability and FMLA claims. Assists employees in determining eligibility, completing paperwork, and providing follow up with University constituents (employee, supervisor, HR staff).
- Administer the annual Open Enrollment processes and distribute the required legal notices to employees. Under the guidance of the Assistant Director of Total Rewards, coordinate and manage the Benefits and Wellness fairs at DeLand campus, and coordinate with representatives for all campus locations to ensure employee access to vendors.
- Coordinate multiple employee and retiree recognition events throughout the year in partnership with the University’s Marketing department.
- Manage HR benefits web presence, including web-based access to benefits information and forms, web announcements on benefits issues and updates, and vendor contact information.
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- Assist with HR projects, events, and programs as assigned.
- Provide back-up support for the HR front desk area, including answering and directing phone calls, greeting employees and visitors, and providing information on HR services.
- Support other HR areas as assigned.

WORKING CONDITIONS: Requires some physical effort, i.e., some standing and walking, frequent light lifting (5-10 lbs.); some carrying moderate weight (12-20 lbs); and the operation of office equipment in which manipulative skills and eye-hand coordination are important ingredients of productive operations. Tasks may involve extended periods at a keyboard; perceptual demands for sound, form, texture and depth.

APPLICATION PROCEDURE: Please submit a letter of application, which address the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu. Complete application, available online.

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