

Employment Advertisement Sample1

Senior Benefits Specialist Human Resources Wayne State University, Detroit, MI

The Human Resources Total Compensation and Wellness Department at Wayne State University (WSU) is seeking an innovative senior benefits specialist for a full-time position.

Wayne State University is a premier urban research institution offering more than 400 academic programs through 13 schools and colleges to nearly 32,000 students.

Job purpose:

Perform complex and specialized paraprofessional work in the coordination and administration of benefits programs and services for university faculty, staff, retirees and their dependents. Serve as primary liaison and interface with insurance carriers and related outside agencies

Essential functions:

Coordinate and administer life insurance and long-term disability (LTD) programs for the university. Review, evaluate and process related application materials and claims. Develop reports to provide statistics on the status of the LTD program. Provide advice and consultation to employees regarding LTD program availability and eligibility. Respond to inquiries regarding benefit coverage, claims procedures, etc. Assist beneficiaries of deceased employees and retirees.

Coordinate and administer the Flexible Spending Account (FSA) program for the university. Review, evaluate and process related annual enrollment process, application materials and claims. Develop reports and analyze vendor data to provide statistics on the status of the FSA program. Provide advice and consultation to employees regarding FSA program availability and eligibility.

Serve as primary liaison with FSA third party administrator to review and resolve problems, e.g. issues involving employee contributions, claims resolutions, employee status and other eligibility matters.

Serve as primary liaison with Life/LTD insurance carrier representative and related agencies to review and resolve problems, e.g. issues involving employee history, status and other eligibility matters.

Conduct annual 19- to 26-year-old dependent audit. Steps include project plan development, employee communications, dependent data entry and reporting of annual results.

May provide functional supervision of part-time temporary student support personnel; may train in appropriate methods and procedures.

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Minimum qualifications:

The successful candidate must have a bachelor's degree from an accredited college or university in human resource management or business administration or an equivalent combination of education and/or experience. Knowledge of and experience with human resource management systems. Considerable knowledge of and the ability to use standard business software and computer applications. Ability to data enter with speed and accuracy. Knowledge of university policies and procedures. Office experience and 2-3 years experience in an insurance or benefits office.

Knowledge, skills and abilities required:

Problem-solving skills

Identifies and resolves problems in a timely manner. Meets challenges with resourcefulness. Presents ideas and information in a manner that gets others' attention.

Communication skills

Can apply effective interpersonal skills to provide service. Can effectively present information one-on-one or to small groups. Can make presentations/speeches. Can respond effectively to sensitive inquiries or complaints. Can respond to common inquiries and transfer knowledge to others. Can respond well to questions.

Can read and understand complex text (i.e., regulations or policy). Writes clearly and informatively (e.g., email, memos, letters, reports).

Customer service skills

Exhibits a pleasant, forthcoming demeanor to customers. Responds promptly to customer requests for service and assistance. Responds courteously to requests for service and assistance. Follows up to ensure customer needs are met. Can manage difficult or emotional customer situations.

Requirements:

All applicants must apply for this position, posting number 038384, online at jobs.wayne.edu.

Wayne State University is an equal opportunity/affirmative action employer.