

BENEFIT REPRESENTATIVE *

Function of Job:

Under general direction of chief benefits administrator or designee, provide direct and professional support in all phases of customer service in the System-wide benefits program, including working collaboratively with the campus Human Resources Offices, analyzing customer needs, and determining solutions; act as liaison with vendors, maintain knowledge of benefit-related laws and regulations, and manage communication/employee relations aspects of assigned benefit areas, such as medical plans, retirement options, disability, separation incentive plans, and retirement programs.

Characteristic Duties and Responsibilities:

1. Provide overall management of customer services to benefits-eligible employees including communication, problem-solving, and acting as liaison to campus HR offices and outside benefit vendors.
2. Train campus HR staff in terms and conditions of various benefit programs, with special emphasis on areas requested by the campus.
3. Coordinate or conduct individual and/or group demonstrations and training sessions on retirement or other areas as requested.
4. Manage the application of assigned benefit areas, such as disability and separation incentive plans, and assure compliance with applicable federal/state laws and regulations and USNH policies and benefit plans, as applicable.
5. As assigned, counsel faculty, staff, and retirees in benefit specifics related to long-term disability and retirement, including life insurance options and conditions/terms of various separation incentive plans and retirement programs, obtain documentation, process applications and forms as needed; calculate separation incentive awards and maintain data base and records of awards.
6. As assigned, manage annual benefit open enrollment process, tuition benefit process, and state unemployment claims.
7. Generate reports, manage projects, and perform research related to areas of responsibility.
8. Assist with System-wide benefit-related policy development and communication of legislative issues related to medical and dental plans, long-term disability, and retirement as required.
9. Maintain responsive and proactive communications with campus HR offices, employees, and retirees to respond to benefits questions, and as necessary intervene with provider on their behalf.
10. Serve on committees and participate in human resources and benefits professional organizations as appropriate.
11. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree and three years of related benefits experience.
2. Interpersonal, analytical, and problem-solving skills.
3. Familiarity with group benefits programs.
4. Computer skills as required by department.
5. Effective communication skills.

Additional Desirable Qualifications:

1. Benefit work experience in a college/university.
2. Bachelor's degree in Human Resources.

9-05-08
System Approval

8-11-08
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

*Revised – original established 4-6-98 as Employee Benefit Representative