

## **Benefits Assistant**

**Function of Job:** Under general supervision of chief human resources officer, and in compliance with federal/state requirements, USNH benefits policies and benefits/payroll procedures, assist in overall benefits administration functions for a campus.

**Characteristic Duties and Responsibilities:**

1. Schedule meetings and appointments with faculty and staff and provide input on benefit policy/procedure changes at campus and System-wide benefit meetings.
2. Perform data entry functions related to benefit resource information system and research various benefit data, utilizing HRIS, benefit records and USNH payroll and HR contacts.
3. Maintain benefit records and related files, process benefit applications and forms, provide benefit information to faculty and staff and research problems.
4. Process and code benefits (i.e., qualified status changes, COBRA benefits) as well as notifying vendors of such changes.
5. Serve as assigned contact person for campus Human Resource Office for matters related to benefits enrollment, administration, and external vendors/agencies, as appropriate.
6. Interact with employees (including retirees) responding to benefits questions and if necessary intervene with benefit providers/vendors to resolve any problems/issues.
7. Supervise, coordinate, evaluate and review work of support staff, as assigned.
8. Maintain confidentiality in communicating sensitive information and in handling confidential materials.
9. Perform other related duties as assigned.

**Minimum Acceptable Qualifications:**

1. High school graduation plus four years of applicable work experience or Associate's degree in business and two years related experience, or combination of higher education and related experience equal to four years.
2. Ability to establish and maintain effective working relationships with faculty, staff, and vendors.
3. Knowledge of benefit procedures and programs.
4. Keyboarding and computer skills, such as word processing, e-mail, Internet, desktop publishing, spreadsheets, data base management and software applications as required by department.
5. Effective communication skills, both verbal and written.
6. Organizational, customer services, analytical, and problem-solving skills.

**Additional Desirable Qualification:**

1. Bachelor's degree.
2. Benefits and/or computer information systems experience in a college or university.

10/22/04 \_\_\_\_\_  
System Approval

9/13/04 \_\_\_\_\_  
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 approved 10/30/2000