



Job Description

Job Title:	Assistant Director Employee Benefits	Grade:	K
Department:	Human Resources	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Oversees day-to-day tasks relating to the employee benefit programs, including but not limited to group health, dental and vision, short-term and long-term disability, life insurance, flexible spending account, retirement benefits and savings plans. Monitors and administers plans, including research, design, implement and comply with laws and regulations.

Characteristic Duties and Responsibilities:

1. Provides oversights and direction in the day-to-day tasks and issues relating to employee insurance benefits and retirement plans.
2. Designs, recommends and implements benefit programs for employees, including system enhancements; researches plans and vendors to identify efficiency and value.
3. Assumes the lead role in the benefit plan renewal process including request for proposals; collects data and analyzes cost changes.
4. Documents and maintains administrative procedures for assigned benefit processes. Recommends and implements changes as necessary.
5. Monitors new developments and ensures benefit plans are in compliance with applicable laws and regulations.
6. Performs as well as monitors daily benefit processing to ensure timeliness and accuracy of transactions (enrollment, change in coverage, etc.) and required reports. Conducts annual enrollments for applicable benefit plans.
7. Develops and maintains benefit forms for employees' use as well as inter-department; assists with maintenance of the benefits sections of the website and development of online processes.
8. Provides excellent customer service to employees; maintains positive relationships with vendors and the State benefit liaisons.
9. Determines the proper course of action to resolve issues through interpretation of college policies and procedures, and governmental regulations.
10. Develops a communication plan and provides training opportunities to enhance employees' understanding of benefits and/or changes in benefits; coordinates and conducts presentations to employees including new employee orientation for benefits.
11. Serves as a contact with the State Retirement Systems, State Health Plan and other benefit vendors.
12. Coordinates with Payroll to ensure accurate payroll deductions and payments to vendors.
13. Maintains employee benefit files and archives inactive files.
14. Assists with special projects and performs other duties as assigned.



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Reporting Relationships:

Direction Received: Reports to Director of Compensation and Benefits

Direction Given: Direct supervision as a first-line supervisor over assigned HR Technicians

Minimum Requirements:

Bachelor's degree from an accredited institution in human resource management, business administration or related field and three years of benefits administration experience; a combination of six years of benefits administration experience and an associate's degree may be substituted for the bachelor's degree; experience administering benefit plans offered by the State of North Carolina preferred; professional certification (PHR, SPHR or CEBS) preferred

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of employee benefits administration

Knowledge of federal and state regulations concerning employee benefit plans

Excellent communication and organizational skills

Proven ability to work effectively in a team environment, and manage multiple projects or issues

Computer proficiency and technical aptitude with the ability to utilize MS Office Suite and Datatel Colleague

Limited knowledge of payroll and tax codes

Ability to build rapport and gain trusts from employees

Ability to make presentations to a group

Good mathematical skills and attention to details

Leadership and supervisory skills

Working Conditions:

Typical office environment; sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive keyboarding motions; vocal communications is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; no adverse environmental conditions; infrequently traveling between buildings on campus, to other campuses, locally or out-of-town to attend meetings and conferences