

Job Family	Human Resources	Job Summary	Involves administering and communicating health, welfare, and / or leave of absence benefit programs. Influences, shapes, and collaborates on employee benefit programs. May provide training to departments on employee benefit programs, and workshops on new / amended benefit programs. Counsels employees and managers on benefit programs and procedures.
Job Function	Benefits		
Category	Management		

Job Level	Manager 1	Manager 2	Manager 3	Manager 4
Job Title	Benefits Manager 1	Benefits Manager 2	Benefits Manager 3	
Job Code	0614	0291	0290 OP ONLY	
Tracking Code	A0362	A0829	A0894	
Per. Program	MSP	MSP	MSP	MSP
FLSA	Exempt	Exempt	Exempt	Exempt
Generic Scope	Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.	Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.	Oversees through subordinate managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.	Directs through subordinate managers multiple large and complex critical programs impacting broad constituencies across major portions of the organization. Identifies objectives, manages very significant human, financial, and physical resources, and functions with an extremely high degree of autonomy. Accountable for formulating and administering policies and programs for major functions. Operational or program results can affect overall organization-wide performance and reputation. Directs through subordinate managers the development of strategic goals and objectives to achieve accountability and stewardship of university resources in a manner consistent with system-wide objectives and initiatives.
Custom Scope	Receives employee benefits department assignments in the form of objectives and determines how to use resources to meet schedules and goals. Provides guidance to subordinates to achieve goals in accordance with established policies.	Establishes objectives and work plans, and delegates assignments to subordinate managers. Responsible for managing, preparing, administering, and directing staff resources. Reviews and approves recommendations for benefit programs. Involved in developing, modifying and executing benefit policies that affect immediate operation(s) and may also have system-wide effect. Erroneous decisions or failure to achieve goals results in additional costs and personnel, and serious delays in overall schedules.	Participates with other senior managers to establish organization-wide strategic benefit plans and ensures achievement of objectives. Makes decisions on operational matters and staff resources and ensures achievement of objectives for a large operating unit with a direct impact on a major segment of the organization. Develops and presents recommendations to senior management regarding programs and policies for employees and retirees designed to promote best practices. Responsible for departmental results, including costs, allocation of resources, methods and staffing. Erroneous decisions will have a serious impact on the overall success of functional, division, or organization operations.	
Key Resp 01	Provides guidance to department supervisors and	Provides strategic leadership of benefit programs,	Oversees the development, modification, and	

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	professional staff members.	including consultation services, and program and policy development designed to promote best human resources practices.	execution of benefit policies and programs that affect immediate operation(s) and also have systemwide impact, in compliance with applicable Plan documents, regulations and policies.	
Key Resp 02	Recommends changes to policies and establishes procedures, as appropriate, to enhance the effectiveness and communication of benefit programs.	Ensures that all programs comply with applicable regulations and significantly contribute to the University's total rewards strategy while maintaining cost-effective and efficient delivery of services to all employees and annuitants.	Ensures that all programs comply with applicable regulations and significantly contribute to the University's total rewards strategy while maintaining cost-effective and efficient delivery of services to all employees and annuitants.	
Key Resp 03	Oversees organization-wide communications and training concerning benefit programs.	Oversees organization-wide communications and training concerning benefit programs.	Provides strategic leadership to implement technology enhancements, service center best practices and systems, and improved analytics.	
Key Resp 04	Works on employee benefit issues that are diverse in scope and require an understanding of current benefit trends.	Works to achieve critical objectives in fulfillment of the University's strategic human resource goals.	Strategically leads unit managers overseeing all claims, benefits, customer service, eligibility and administration.	
Key Resp 05	Represents the organization at system-wide meetings.	Regularly interacts with higher-level management, Faculty, Regents, as well as with location and human resource leadership and other stakeholders throughout the UC system on related policy and programs.	Regularly influences, persuades and advises other high-level managers, Faculty, Regents, as well as with human resource leadership and other stakeholders throughout the UC system on related policy and programs.	
Key Resp 06	Develops and administers department schedules and performance requirements.	Maintains integrity of an organizational department through management and oversight of staff.	Directs through subordinate managers all administrative and operational matters and ensures achievement of objectives (compliance, operational and budget processes, customer service, staff FTE, human resources, information technology, compliance, risk management, and space planning.	
Key Resp 07	May have responsibility for budget management.	Manage financial and human resources.	Manages significant financial and human resources.	
Key Resp 08		Manages, plans and administers a large or multiple-department unit.	Instills strong management practices among subordinate managers.	
Key Resp 09				
Key Resp 10				
Key Resp 11				
Key Resp 12				
Key Resp 13				

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Key Resp 14				
Key Resp 15				
Education 1	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	
Education 2				
Education 3				
Education 4				
License 1				
License 2				
License 3				
License 4				
Cert 1				
Cert 2				
Cert 3				
Cert 4				
Spec Cond 1				
Spec Cond 2				
Spec Cond 3				
Spec Cond 4				
KSA 01	Thorough knowledge of organization benefit programs, current business and benefit trends and organization policies and procedures.	Thorough knowledge of benefit programs, current business and benefit trends and organizational policies and procedures.	Advanced knowledge of benefit programs, current business and benefit trends and organizational policies and procedures.	
KSA 02	Demonstrated knowledge of budget management process.	Demonstrated thorough knowledge of budget management process.	Advanced knowledge of operational budget and reporting techniques; human resources, benefits administration, risk management, and payroll.	
KSA 03	Highly effective written and verbal communication skills to convey technical and complex benefit program information in a clear and concise manner to all levels of the organization.	Excellent written and verbal communication skills to convey technical and complex benefit program information in a clear and concise manner to all levels of the organization.	Excellent written and oral communication skills, presentation skills with ability to vary communication and presentation style to best suit the environment and setting at hand.	
KSA 04	Ability to work in a highly collaborative manner, establish priorities, goals / objectives and timelines.	Ability to work in a highly collaborative manner, establish priorities, goals / objectives and timelines.	Excellent skills to work collaboratively and act persuasively in sensitive situations; skills in conflict management techniques.	
KSA 05	Demonstrated ability to delegate and oversee assignments to ensure successful and timely	Demonstrated excellent ability to delegate and oversee assignments to ensure successful and	Excellent leadership abilities to oversee multiple functions or departments through subordinate	

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	completion as well as to obtain the cooperation of others within and outside the unit.	timely completion as well as to obtain the cooperation of others within and outside the unit.	managers.	
KSA 06			Advanced skills in strategic planning, systems planning and change management.	
KSA 07			Excellent ability to think and reason effectively and creatively, applying critical thinking to identify and anticipate issues, solve problems, and evaluate information.	
KSA 08			Demonstrated customer service orientation and passion for excellence in service delivery.	
KSA 09			Excellent ability to establish metrics for department and employee goals which measure effectiveness of contributions to efficient operations of department.	
KSA 10			Advanced knowledge of University's culture, governance principles, and processes.	
KSA 11				
KSA 12				
KSA 13				
KSA 14				
KSA 15				
Environment	Campus, medical center or other university setting and various external venues.	Office settings and various external venues	Campus, medical center or other university setting and various external venues.	
Career Path 1	Human Resources > HR Generalist > Supervisory and Management	Benefits Mgr 3	Career Path open	
Career Path 2				
Career Path 3				
Career Path 4				
Career Path 5				
Career Path 6				