

## Benefits Specialist

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**Summary:** This position is the primary contact for all of Queens' employee benefit offerings (medical, dental and vision insurance, defined contribution (matching) and supplemental 403(b) retirement plans, life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), long-term disability leave, parental leave, FMLA leave). The successful candidate will demonstrate a strong, hands-on foundation in benefits administration. Crucial to this role is maintaining a current knowledge of all federal and state employment laws related to benefits administration. This full-time position reports to the Director of Human Resources (Benefits and Talent Acquisition) and is exempt from the provisions of the Fair Labor Standards Act (FLSA) and therefore is not eligible to earn overtime pay or compensatory time off for additional hours worked.

**Essential Duties and Responsibilities** include the following:

- Serve as primary contact for all aspects of employee benefits; respond to employee questions regarding benefits in an accurate, timely and helpful manner
- Manage Queens' section 125 employee benefit plans (Medical, Dental, Life, AD&D, LTD, FSA, HSA), as well as COBRA, FMLA, workers compensation, retirement plans and ancillary/voluntary benefit offerings
- Coordinate annual reporting (IRS 5500, ACA 1095-C, et al) on all plans and ensure audits are completed according to schedule
- Facilitate annual open enrollment, including conducting employee information sessions, preparing, and distributing benefit communications, updating intranet pages
- Conduct benefits orientations and explain benefits self-enrollment system
- Complete year-end testing and non-discrimination testing on all benefit plans
- Advise employees on leave of absence policies – FMLA, Parental Leave, and others
- Maintain employee benefits systems and ensure benefits changes are entered accurately and timely
- Updates benefits in Human Resources Information Systems
- Develop and maintain benefits' intranet site, ensuring accurate and fresh content
- Document and update records of HR procedures related to areas of responsibility
- Collaborate with payroll to ensure deductions and paychecks are timely and correct
- Supervise office intern(s) and work study student(s)
- Assist with Talent Acquisition

### Secondary Duties

- Other duties will be assigned as needed to meet department and University goals

## Experience, Knowledge and Skills Required

- Excellent customer service skills and the ability to develop and maintain rapport with a diverse population
- Exceptional attention to detail and accuracy
- Excellent organization, planning and time management skills.
- Ability to maintain the utmost confidentiality at all times
- Strong verbal and written communication skills, including small and large-group presentation skills
- Strong reasoning skills and the ability to define problems, collect data, establish facts, draw valid conclusions and make well-thought-through recommendations
- Proficiency in Word, Excel, Outlook, PowerPoint, and proven ability to quickly learn and apply new software solutions; ADP and Jenzabar software experience preferred, as is experience with web technology and developing and maintaining web pages
- Ability to work effectively independently as well as collaboratively
- Track record of demonstrating appropriate initiative and self-direction; a self-starter who is flexible and adaptable
- Availability to occasionally work a flexible schedule, including nights and/or weekends to meet demands of the position
- Bachelor's degree and two years of experience in benefits administration or equivalent combination of experience and education

## Application Process

Qualified individuals are requested to submit documentation listed below via email to [hr@queens.edu](mailto:hr@queens.edu) in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. A cover letter addressing position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**HR-BENS**" and **YOUR NAME** in your email Subject Line.  
(**Example:** HR- BENS Shawn Mullin)

**Applications received by May 14, 2021** will receive first consideration. Queens will continue to accept submissions until the role is filled.

## About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close

and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

## Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

### **Physical Requirements** *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.

- *Lifting, Pulling, Pushing:* Exert up to 20 pounds of force occasionally, and/or up to 15 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

**Work Conditions**

- Work in office environment, involving contact with faculty, staff, students, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and can be stressful.

*This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.*