Office of Human Resources

New leadership. New ideas. New Direction.

Apply at Tulane.edu or email resume to Kelly Bankston, kbanksto@tulane.edu.

Job Description: **Director of Benefits**

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<tr>
<th>Employee Name:</th>
<th>Department Name: Human Resources</th>
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<tbody>
<tr>
<td>Reports To (Supervisor’s Name and Title):</td>
<td>Position Location /Address: University Square, Suite 122</td>
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<td>Associate Vice President, Human Resources</td>
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**POSITION SUMMARY:**

The Director of Benefits leads and manages the organization strategically in the design, development and implementation of forward-thinking benefits programs and services for the University community. This position supervises the areas of Benefits, Retirement, Leave Management and Wellness, which are responsible for the daily administrative management and vendor relations of the self-funded health insurance plans, which provide benefits to TU employees, student workers and their families. The Director of Benefits serves in a leadership role within the Office of Human Resources (OHR) and works collaboratively with senior Human Resources’ (HR) leadership, external vendors, and Tulane University partners in establishing, directing, and achieving strategic benefits offerings. The director demonstrates a high level of professionalism; conducts business in accordance with policies governed by legislation such as COBRA and HIPAA and demonstrate comprehensive knowledge of employee benefit functions and programs.

**REQUIRED EDUCATION AND EXPERIENCE:**

1. Bachelor’s degree in Human Resources, Business Administration, Public Health Administration, or any combination of relevant education and experience which would demonstrate knowledge, skill, and ability to perform the essential duties and responsibilities.
2. At least 8-10 years’ experience managing the implementation and administration of health benefit programs, preferably self-funded plans with increasing responsibility from individual contributor positions to senior management and leadership positions.
3. At least 5-7 years of demonstrated experience supervising others, working collaboratively and influencing across a matrix environment.
4. Proven experience engaging and working in a team environment required. Proven experience in project management, development and facilitation of planning sessions with executives, physicians directors/trustees, management and consultants highly desired.
5. Demonstrated ability to gain cooperation and support through effective use of influence and persuasion required; tact and diplomacy required. Demonstrated customer service focus in all decisions and actions required.
6. Demonstrated ability to work with minimal supervision; self-directed and detail-oriented to effectively oversee multiple projects simultaneously as well as manage large and diverse teams to deliver results within specified time frames.
REQUIRED KNOWLEDGE, SKILLS, ABILITIES/COMPETENCIES TYPICALLY NEEDED TO PERFORM THIS JOB SUCCESSFULLY:

1. Ability to collaborate with others, serving as a positive, contributing member of the Office of Human Resources (OHR) team; and subscribing and adhering to the vision, mission, and values of the OHR and of Tulane University.
2. Possesses analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.
3. Working knowledge of employee benefits policies and procedures; knowledge of functional area and understands how work may impact other areas.
4. Demonstrates effective writing, speaking, and interpersonal skills, in addition to experience preparing and delivering group presentations and/or project coordination.
5. Prioritizes work assignments, analyzes circumstances and makes recommendations regarding procedures and policies relating to compliance pursuant to federal and state requirements.
6. Ability to manage and professionally develop assigned Benefit team members.
7. Broad working knowledge of all HR functions including regulatory and legal aspects of all HR areas with specific benefits expertise.
8. Ability to adapt management style in diverse situations to achieve stated goals, e.g., directive vs. participative, etc.
9. Ability to interact professionally and courteously with individuals and groups at all levels internal and external to the organization, as well as the ability to exercise considerable judgment and discretion in establishing and maintaining positive working relationships.
10. Ability to maintain confidentiality and be objective in all situations.
11. Ability to diagnose and solve complex problems, demonstrate sound judgment in decision-making, and follow through on commitments to achieve or exceed promised deliverables.
12. Excellent oral and written communication skills, as well as the ability to interact with individuals internal and external to the organization in an effective, courteous, and productive manner.

PREFERRED QUALIFICATIONS:

1. An advanced degree in Human Resource Management, Business Administration, or related field
2. More than 10 years’ solid benefits administration experience with broad general Human Resource functional knowledge with the ability to supervise and motivate staff and team members to achieve unit and program objectives.
3. Specific experience having worked in an institution of higher education or hospital system
4. Proven knowledge of principles and procedures of fully-insured and self-insured/self-funded health plan administration, current literature, trends, and developments in the field of benefit program administration, principles and practices applicable to employee benefits.
5. Proven ability to use original thinking and independent judgment to develop solutions reflecting the legal, policy, and operational needs of the organization
6. Possesses effective operational thinking and expertise with the ability to analyze and understand healthcare operations quickly to become a trusted advisor or demonstrate in depth knowledge of health plan administration based on past experience
7. Proven ability to maintain an organized approach, clarity of purpose, and goal orientation in a rapidly changing environment involving multiple stakeholders of various levels from throughout the organization. Strong action planning skills and ability to manage multiple priorities and deadlines

UNIVERSITY-WIDE ESSENTIAL FUNCTIONS:

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<th>ESSENTIAL FUNCTIONS:</th>
<th>Typical % Allocation</th>
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<tr>
<td>Plans, directs, and manages daily operations of the benefits programs at Tulane University</td>
<td>60%</td>
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<tr>
<td>As the leader of the benefits team, oversee the activities of the University's third party claim administrators (TPA) and other vendor partners for self-funded plans to ensure a high quality of claims administration</td>
<td>60%</td>
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- Works with direct reports and manages external vendors to ensure that commitments are delivered in accordance with established deadlines or in advance of anticipated deliverable dates.
- Keeps abreast of best practices that apply to benefits and leads discussions and processes to introduce new practices, as appropriate.
- Maintains meaningful metrics, generates monthly reports reflecting trends or issues; and acts independently on issues that surface or become evident.
- Oversee management of health & welfare and retirement plans, including administration, audit and compliance.
- Ensure functional excellence and regulatory benefit plans compliance with provisions of ERISA, ACA, HIPAA, and other legislative requirements; coordinate preparation of regulatory filings with federal and state agencies.
- Manage and oversee annual enrollment process and collaborate on benefit communications. Work with HRIS team on the system set up for annual benefits open enrollment period.
- Monitor administration of benefit processes including benefit enrollments, termination, life status events, COBRA administration, carrier feeds, etc.
- Manage, oversee and support benefit team in responding or resolving employee benefit queries/issues while interfacing with benefit vendors and third party administrators.
- Oversee and process administration of disability, Leaves of Absence, FMLA, Parental leave, STD, LTD and worker's compensation.
- Review and reconcile benefit vendor invoices in collaboration with HR Accounting.
- Manage and oversee the processing of 403(b) plan transactions (enrollments, changes, rollovers, distributions and loans) and maintain compliance with summary plan description and governing guidelines. Work closely with plan administrators. Prepare and disseminate 403(b) employee notices in compliance with plan rules and guidelines.
- Develop and evaluate programs and policies relating to wellness; oversee health/wellness programs and initiatives. Assist with research and analysis on benefit and wellness initiatives to assess their effectiveness, ensure employee engagement.
- Review of aggregate employee health data to ensure health and wellness programs are relevant to employee health needs and behavior change. Working with Wellness Manager and wellness committee to develop communication/engagement plan and calendar of programs and events.
- Work closely in collaboration with Payroll Manager on areas of benefits administration and communication. Manage projects assigned by the Executive Director of Benefits and Wellness.

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<tr>
<th>Selects, trains, develops, monitors and evaluates departmental employees</th>
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<td>Provides effective management and leadership of the Benefits team</td>
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<td>Coaches and counsels employees to ensure performance and behavioral alignment with OHR’s vision, mission, and values</td>
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<td>Reviews job descriptions annually and makes needed modifications</td>
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<td>Completes annual performance reviews</td>
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<td>Provides regular, continuous feedback to team members</td>
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<td>Introduces development planning and programs to improve/broaden the capability and skill sets of individuals</td>
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<th>Performs ongoing monitoring, assessment, and development of sectional operations, programs, and services to continuously achieve departmental quality improvements</th>
<th>10%</th>
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<td>Understands and constantly monitors the benefits group’s capability and readiness to perform its assigned responsibilities</td>
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- Works collaboratively with other members of the OHR Leadership Group to analyze workflows, processes, and organization structure of the functions to assure that all of the work adds value to Tulane and is delivered effectively and efficiently to customers
- Keeps abreast of Tulane policies and procedures, as well as key legislation that impact the benefits functions and operations
- Maintains an awareness of the financial health of the University and acts in accordance with University guidelines to ensure sound financial sustainability

As a member of the Human Resources Leadership Group, partners with team members to jointly:
- Sets the strategic direction of the benefits group within OHR and ensures alignment with the vision, mission, and values of OHR
- Develops, prioritizes, structures and defines activities and roles for continuous quality improvement programs that support desired direction of benefits programs at Tulane
- Defines the processes, procedures and metrics that guide the work of the benefits team
- Makes sound recommendations regarding the development, review, or modification of benefits policies, procedures, and processes, as appropriate
- Ensures customer satisfaction with all OHR benefits programs and services

Other
- Performs other related duties as requested or required, whether or not specifically mentioned in this job description. Exhibits a willingness to assume additional responsibilities as requested or required.
- Ensures that all Department of Athletics and University related activities operate in full compliance with university, conference and NCAA rules and regulations. Attends and participates in scheduled compliance seminars and complies with all the Athletic Department’s efforts to monitor compliance with NCAA regulations.

**TOTAL**

### HUMAN RESOURCES PERFORMANCE STANDARDS:
- There is a documented set of annual priorities for each direct report.
- Information is disseminated to direct reports timely and regularly. The AVP, Benefits and Compensation is accessible to all employees in Benefits and Compensation on an ongoing basis.
- Works collaboratively with other departments within Tulane and respects and supports the University structure.
- A professional, unbiased approach honoring confidentiality in all discussions and correspondence is maintained at all times.
- Assumes responsibility for the actions and performance of benefits team members.
- All recommendations and reports are reviewed thoroughly and presented professionally.
- Actively participates in every leadership meeting and in every operational meeting pertinent to benefits operations.

**Universal Performance Standards**
- **Completes** all assigned duties by established deadlines and in accordance with established or defined protocols, policies, and procedures.
- **Apprises** supervisor of issues that might impede timely completion of assigned duties and/or departmental projects.
- **Exercises** sound judgment and discretion at all times and maintains cooperative working relationships with both internal and external constituencies and co-workers.
Exhibits a willingness to perform other duties as requested or required efficiently and timely.
Complies with all policies and procedures as stipulated in the Tulane Staff Handbook.

Financial Responsibility: Yes, financial prudence relative to recommendations posed and decisions made. Additionally, manages budgets specific to individual projects as assigned.

Supervisory Responsibility: Yes

Supervisory responsibilities include hiring, supervising, evaluating, counseling, and termination of direct reports.

Is this position at risk of exposure to blood-borne pathogens or tuberculosis? No

HIPAA STATEMENT: Employee provides services associated to the Tulane University Medical Group, its participating physicians and clinicians, which is a covered entity under the HIPAA rule. In the scope of performing functions, including but not limited to management, administrative, financial, legal and operational support services, I may have access to Protected Health Information (PHI), which is information, whether oral, written, electronic, visual, pictorial, physical, or any other form, that relates to an individual's past, present or future physical or mental health status, condition, treatment, service, products purchased, or provision of health care and which reveals the identity of the individual, whose health care is the subject of the information, or where there is reasonable basis to believe such information could be utilized to reveal the identity of that individual.

X Yes __No

SIGNATURES: In signing below, I certify that this job description is an accurate representation of the responsibilities of this position.

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<tr>
<th>Employee</th>
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<th>Supervisor</th>
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Notes:

- This job description is not an employment contract and may be modified at any time at the discretion of the department or university.
- The job description must be signed by both the employee and supervisor as a condition of employment. One signed copy should be retained by the department for reference throughout the year; one copy should be given to the employee for reference as well; and the original should be forwarded via email or hard copy to Records Administration within Human Resources.