



Human Resources Job Family: **Benefits Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

Benefits Assistant IV INDIVIDUAL CONTRIBUTOR	Benefits Assistant V INDIVIDUAL CONTRIBUTOR	Benefits Specialist II INDIVIDUAL CONTRIBUTOR	Benefits Specialist III INDIVIDUAL CONTRIBUTOR	Benefits Specialist IV INDIVIDUAL CONTRIBUTOR	Director Benefits MANAGEMENT
Responsible for handling requests in a timely manner; reviews, verifies, and processes enrollment data.	Responsible for coordinating employee leaves; provides consultation on best practices involving somewhat complex interpretation and application of policies and of federal/state regulations.	Serve as a principal source of information to employees describing benefit programs; explain options and alternatives regarding the programs.	Serve as a principal source of information to employees describing retirement, tax-sheltered savings, health, dental, and life insurance plans; explain program options; determines eligibility.	Oversee the development and delivery of all employee benefits enrollment programs; responsible for the accurate and efficient delivery of a wide range of benefits program.	Develop and direct the delivery of all employee benefits enrollment programs; responsible for compliance with federal and state laws regarding the delivery of benefits programs.
Assist employees, retirees and family members on the appropriate use of applicable benefit plans; provide support to participant queries through direct contact, group presentations and events.	Assist employees, retirees and family members on the appropriate use of benefit plans; provide support to participant queries, through direct contact, group presentations and events.	Consult with employees, retirees and family members on the appropriate use of benefit plans.	Consult with employees, retirees and family members on the appropriate use of benefit plans.		
	Prepare and conduct benefit meetings for all new benefits eligible faculty/staff.		Assist in the development and coordination of publications, communication material, website content and maintenance.	Develop and coordinate publications, communication material, website content and maintenance.	

Benefits Assistant IV INDIVIDUAL CONTRIBUTOR	Benefits Assistant V INDIVIDUAL CONTRIBUTOR	Benefits Specialist II INDIVIDUAL CONTRIBUTOR	Benefits Specialist III INDIVIDUAL CONTRIBUTOR	Benefits Specialist IV INDIVIDUAL CONTRIBUTOR	Director Benefits MANAGEMENT
May research, respond to or resolves standard benefits inquiries; elevates unusual or complicated cases; coordinates with vendor administrators for direct bill administration. May draft appropriate letters.	Research, respond to and resolve standard benefits inquiries; elevate unusual or complicated cases; coordinate with vendor administrators for direct bill administration. May draft appropriate letters.	Research, respond to and resolve moderately complex benefits inquiries; elevate unusual or complicated cases; provide policy interpretation and guidance on operating procedures and regulations.	Research, respond to and resolve complex benefits inquiries; elevate unusual or complicated cases; provide policy interpretation and guidance on operating procedures and regulations.	Resolve complex benefits inquiries; manage university and vendor relationships for timeliness and accuracy of claims files, resolving issues.	Develop and oversee university and vendor relationship for Benefits plans.
Receive, process, and track requests to change benefits or payroll deductions. Monitors COBRA, LOAs, FMLA usage and other issues as required by law.	Monitor daily reports, assesses eligibility, and serve as primary contact regarding benefit programs.				
				Supervise benefit resource specialists, who provide one-call benefit responses to a high percentage of benefit inquiries.	Design and implement office operation; establish positions and service structure, assign responsibilities, recruit and hire, manage performance, development and rewards for staff; establish service standards.
Ensure accuracy of transactions, monitors reports for enrollment and/or deductions; identify, reconcile and notify participant and/or vendors of discrepancies.	Prepare reports complying with federal and state requirements; participate in the development, implementation and communication of medical leaves policies and procedures.		Provide data to spotlight issues and plan initiatives and changes to effectively support and influence the intended objective.	Design and develop reports to spotlight issues and plan initiatives and changes to effectively support and influence the intended objective.	Plan, direct, design, and administer university benefits plans for Cornell employees.
		Obtain and analyze relevant data to support identification and explanation of areas of concern and partners to develop clear recommendations.	Obtain and analyze relevant data to identify and explain areas of concern and develops clear recommendations; identify trends and issues related to benefit usage.	Obtain and analyze relevant data to identify and explain areas of concern and develop clear recommendations and impact; design presentation materials; identify trends and issues related to benefit usage.	

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Review applications, determine eligibility and initiate payments for CCTS, EDP, Tuition Aid, etc.					
Provide information to campus HR regarding benefits questions; assist campus HR in solving issues and providing guidance on plan rules and vendor operations.	Provide information and guidance to campus HR regarding benefits questions; assist campus HR in solving issues and providing guidance on plan rules and vendor operations.	Provide guidance to campus HR regarding benefits; assist campus HR in solving moderately complex issues and providing guidance on plan rules and vendor operations.	Provide guidance to campus HR regarding benefits; assist campus HR in solving complex issues and providing guidance on plan rules and vendor operations.	Provide advice guidance to campus HR regarding benefits; work with campus HR in solving complex issues and providing advice and guidance on plan rules and vendor operations.	

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11812 BENEFITS ASSISTANT IV, BAND D NEX	11813 BENEFITS ASSISTANT V, BAND E NEX	11814 BENEFITS SPECIALIST II, BAND E EX	11815 BENEFITS SPECIALIST III, BAND F	11816 BENEFITS SPECIALIST IV, BAND G	11817 DIRECTOR BENEFITS, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associates Degree or equivalent; more than 2 years, but less than 4 years experience or equivalent	Associates Degree or equivalent; more than 4 years, but less than 6 years experience or equivalent	Bachelor's degree; up to 2 years experience or equivalent	Bachelor's degree; more than 3, but less than 5 years experience or equivalent	Bachelor's degree; more than 5, but less than 7 years experience or equivalent	Master's degree; more than 10 years experience or equivalent
IMPACT	Extends beyond college/unit	Extends beyond college/unit	Moderate impact	Moderate impact	Moderate impact	Significant impact
CONTACTS - INSIDE	Coordinate activities Contribute to group projects	Provide guidance or instruction	Provide guidance to others Coordinate activities	Provide guidance to others Coordinate activities	Persuading others to take a particular course of action Coordinate major activities	Contribute to group projects Coordinate major activities
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Provide information within pre-established documents or programs	Provide information within pre-established documents or programs	Providing/receive guidance, advice or information that must be analyzed and developed by the position	Develop/make presentations/ negotiate with others
CONTACTS - STUDENTS	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Limited contact	Limited contact	Limited contact	Limited contact

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SUPERVISION	Students Temporaries On-the-job training	Group leader; Full responsibility for students, temporaries, and employees who do similar work; Includes recommendations for hiring and performance appraisals	Provide guidance, counsel and information to employees throughout the University in specific support areas	Provide guidance, counsel and information to employees throughout the University in specific support areas	Day-to-day supervision to employees within the dept	Provide supervisory direction to other supervisors
COMPLEXITY	Focus on entire field	Focus on entire field and related areas	Focus on entire field and related areas	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, processes, and programs. Work requires conceptual and imaginative thinking in a highly complex and unchartered environment.
LEVEL OF DECISION MAKING	Make decisions which require consideration of various criteria. Decisions are usually within limited prescribed by established policies or by supervisor	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for making decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION			General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices

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EFFECT OF DECISION MAKING			Directly affect an entire department Moderate effect on students and employees	Directly affect an entire department Moderate effect on students and employees	Directly affect an several departments Significant effect on students and employees	Decisions directly affect more than one college, school, administrative unit.
SUPPORT SKILLS – WRITING	Provides a non-standard response or prepares written material that requires some research	Provides a response for which few prototypes exist or prepare written information that requires extensive research				
SUPPORT SKILLS – COMPUTER	Uses a variety of business or technical programs to complete information management or production tasks	Use business or technical programs to complete tasks requiring sophistication in usage				
WORKING CONDITIONS	Lift less than 10 lbs.; Close concentration and visual attention; Limited exposure	Lift less than 10 lbs.; Close concentration and visual attention; Limited exposure	Normal working conditions. Safety gear may sometimes be required	Normal working conditions. Safety gear may sometimes be required	Normal working conditions. Safety gear may sometimes be required	Normal working conditions. Safety gear may sometimes be required