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. A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA.

<table>
<thead>
<tr>
<th>Generic Job Profile Summaries</th>
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<tbody>
<tr>
<td>Benefits Assistant IV INDIVIDUAL CONTRIBUTOR</td>
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<tr>
<td>Responsible for handling requests in a timely manner; reviews, verifies, and processes enrollment data.</td>
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<tr>
<td>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.</td>
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<td>Prepare and conduct benefit meetings for all new benefits eligible faculty/staff.</td>
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<td><strong>Benefits Assistant V</strong>&lt;br&gt;INDIVIDUAL CON CONTRIBUTOR</td>
<td><strong>Benefits Specialist II</strong>&lt;br&gt;INDIVIDUAL CON CONTRIBUTOR</td>
<td><strong>Benefits Specialist III</strong>&lt;br&gt;INDIVIDUAL CON CONTRIBUTOR</td>
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<td>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.</td>
<td>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.</td>
<td>Research, respond to and resolve moderately complex benefits inquiries; elevate unusual or complicated cases; provide policy interpretation and guidance on operating procedures and regulations.</td>
<td>Research, respond to and resolve complex benefits inquiries; elevate unusual or complicated cases; provide policy interpretation and guidance on operating procedures and regulations.</td>
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<td>Receive, process, and track requests to change benefits or payroll deductions. Monitors COBRA, LOAs, FMLA usage and other issues as required by law.</td>
<td>Monitor daily reports, assesses eligibility, and serve as primary contact regarding benefit programs.</td>
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<td>Ensure accuracy of transactions, monitors reports for enrollment and/or deductions; identify, reconcile and notify participant and/or vendors of discrepancies.</td>
<td>Prepare reports complying with federal and state requirements; participate in the development, implementation and communication of medical leaves policies and procedures.</td>
<td>Provide data to spotlight issues and plan initiatives and changes to effectively support and influence the intended objective.</td>
<td>Design and develop reports to spotlight issues and plan initiatives and changes to effectively support and influence the intended objective.</td>
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<tr>
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<tr>
<td>Obtain and analyze relevant data to support identification and explanation of areas of concern and partners to develop clear recommendations.</td>
<td>Obtain and analyze relevant data to identify and explain areas of concern and develop clear recommendations; identify trends and issues related to benefit usage.</td>
<td>Obtain and analyze relevant data to identify and explain areas of concern and develop clear recommendations; identify trends and issues related to benefit usage.</td>
<td>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.</td>
</tr>
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<td><strong>Review applications, determine eligibility and initiate payments for CCTS, EDP, Tuition Aid, etc.</strong></td>
<td>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.</td>
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<th>11814 BENEFITS SPECIALIST II, BAND E EX</th>
<th>11815 BENEFITS SPECIALIST III, BAND F</th>
<th>11816 BENEFITS SPECIALIST IV, BAND G</th>
<th>11817 DIRECTOR BENEFITS I, BAND H</th>
<th>11817 DIRECTOR BENEFITS II, BAND I</th>
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</thead>
<tbody>
<tr>
<td>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</td>
<td>Associates Degree and 2 to 4 years relevant experience or equivalent combination</td>
<td>Associates Degree and 4 to 6 years relevant experience or equivalent combination</td>
<td>Bachelor’s degree and up to 2 years relevant experience or equivalent combination</td>
<td>Bachelor’s degree and 3 to 5 years relevant experience or equivalent combination</td>
<td>Bachelor’s degree and 5 to 7 years relevant experience or equivalent combination</td>
<td>Bachelor’s degree and 7 to 10 years relevant experience or equivalent combination</td>
<td>Master’s degree and more than 10 years relevant experience or equivalent combination</td>
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<tr>
<td>IMPACT</td>
<td>Extends beyond college/unit</td>
<td>Extends beyond college/unit</td>
<td>Moderate impact</td>
<td>Moderate impact</td>
<td>Moderate impact</td>
<td>Significant impact</td>
<td>Significant impact</td>
</tr>
<tr>
<td>CONTACTS - INSIDE</td>
<td>Coordinate activities</td>
<td>Provide guidance or instruction</td>
<td>Provide guidance to others</td>
<td>Provide guidance to others</td>
<td>Persuading others to take a particular course of action</td>
<td>Contribute to group projects</td>
<td>Contribute to group projects</td>
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<tr>
<td></td>
<td>Contribute to group projects</td>
<td></td>
<td></td>
<td></td>
<td>Coordinate major activities</td>
<td>Coordinate major activities</td>
<td>Coordinate major activities</td>
</tr>
<tr>
<td>CONTACTS - OUTSIDE</td>
<td>Straightforward business</td>
<td>Provide factual information</td>
<td>Conduct somewhat complex business activities</td>
<td>Provide information within pre-established documents or programs</td>
<td>Providing/receive guidance, advice or information that must be analyzed and developed by the position</td>
<td>Providing/receive guidance, advice or information that must be analyzed and developed by the position</td>
<td>Develop/make presentations/ negotiate with others</td>
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<tr>
<td></td>
<td>Provide confidential information</td>
<td>Handle confidential information</td>
<td>Obtain involved information</td>
<td>Provide detailed response</td>
<td></td>
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<tr>
<td>CONTACTS - STUDENTS</td>
<td>Deals with confidential information such as grades, financial records, etc</td>
<td>Deals with confidential information such as grades, financial records, etc</td>
<td>Limited contact</td>
<td>Limited contact</td>
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<tr>
<td><strong>SUPERVISION</strong></td>
<td>Students Temporaries On-the-job training</td>
<td>Group leader; Full responsibility for students, temporaries, and employees who do similar work; Includes recommendations for hiring and performance appraisals</td>
<td>Provide guidance, counsel and information to employees throughout the University in specific support areas</td>
<td>Provide guidance, counsel and information to employees throughout the University in specific support areas</td>
<td>Day-to-day supervision to employees within the dept</td>
<td>Provide supervisory direction to other supervisors</td>
<td>Provide supervisory direction to other supervisors</td>
</tr>
<tr>
<td><strong>COMPLEXITY</strong></td>
<td>Focus on entire field</td>
<td>Focus on entire field and related areas</td>
<td>Focus on entire field and related areas</td>
<td>Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills</td>
<td>Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills</td>
<td>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</td>
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</tr>
<tr>
<td><strong>LEVEL OF DECISION MAKING</strong></td>
<td>Make decisions which require consideration of various criteria. Decisions are usually within limited prescribed by established policies or by supervisor</td>
<td>Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities</td>
<td>Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities</td>
<td>Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students</td>
<td>Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students</td>
<td>Responsible for making decisions concerning policy-setting, research, planning or students</td>
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</tr>
<tr>
<td><strong>FREEDOM OF ACTION</strong></td>
<td>General supervision Some interpretation of established policies and procedures required</td>
<td>General supervision Some interpretation of established policies and procedures required</td>
<td>Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices</td>
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<tr>
<td>EFFECT OF DECISION MAKING</td>
<td>Directly affect an entire department. Moderate effect on students and employees</td>
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<td>Directly affect an entire department. Moderate effect on students and employees</td>
<td>Directly affect several departments. Significant effect on students and employees</td>
<td>Decisions directly affect more than one college, school, administrative unit.</td>
<td>Decisions directly affect more than one college, school, administrative unit.</td>
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<tr>
<td>SUPPORT SKILLS – WRITING</td>
<td>Provides a non-standard response or prepares written material that requires some research</td>
<td>Provides a response for which few prototypes exist or prepare written information that requires extensive research</td>
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<tr>
<td>SUPPORT SKILLS – COMPUTER</td>
<td>Uses a variety of business or technical programs to complete information management or production tasks</td>
<td>Use business or technical programs to complete tasks requiring sophistication in usage</td>
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<tr>
<td>WORKING CONDITIONS</td>
<td>Lift less than 10 lbs.; Close concentration and visual attention; Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.</td>
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