

## **HR Specialist, Benefits Counselor**

### **Position Summary**

The HR Specialist, Benefits Counselor position is a vital role designed to provide best in class HR Solution Center benefits services to support the University of Virginia. This Specialist-level position is responsible for offering one-on-one consulting services to faculty, staff and team members regarding benefit- and leave-related concerns, including retirement. The incumbent will also process the organization's most complex benefits-related transactions. The HR Specialist, Benefits Counselor delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave & Payroll.

### **Responsibilities and Duties**

- Handle complex benefits counseling and processing, including retirement and death benefits
- Lead benefits presentations
- Support HR Business Partners and/or CoEs under direction of HR Manager, BL&P
- Resolve escalated benefits inquiries and document in Salesforce
- Draft and edit knowledge base articles
- Provide feedback to HR Manager, BL&P for ongoing process improvement and knowledge base development
- Investigate health plan claim concerns and advise on the appropriate appeal process

### **Functional Area Outcomes**

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

### **Knowledge, Skills and Abilities**

- Commit to best in class customer service experience for diverse faculty, staff, team member and candidate population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Possess specialized knowledge in one or more benefits, leave or payroll areas
- Possess a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Apply advanced critical thinking, logic and problem-solving abilities
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs
- Navigate, interpret and articulate complex policies and procedures

## Required and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Required Education:** Bachelor's degree

**Preferred Certifications:** Certified Employee Benefit Specialist (CEBS) certification.

**Preferred Computer Applications:** Workday and Salesforce