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| Job Title | Director, Benefits and Leave Administration | Job Code | HR0223 |
| Pay Plan | A&P | Pay Grade | 22 |
| Union | Non-Union | FLSA Status | Exempt |
| Job Family | Human Resources | Union Code | 0 |
| | | Subfamily | Benefits and Leave Administration |

Job Family & Subfamily Summary

Human Resource Professionals provide human capital services for an inclusive University workforce for both current and prospective employees through compliant programs and policies.

Human Resource Benefits & Leave Administration Professional assist with the administration and implementation of various university benefits programs and daily operations of the benefits office. Troubleshoot benefits issues and provide guidance to employees regarding benefit programs. Coordinate with benefit providers and generate benefits reports to internal and external users.

Job Summary

Oversees and manages the Benefits and Leave Administration functions at UCF. Implements, communicates, and evaluates benefits practices and programs to enhance UCF’s ability to attract, motivate, and retain employees.

Representative Duties

1. Management and Supervision

- Establishes performance expectations and goals, monitors performance, and provides coaching for performance improvement and development
- Monitors internal metrics as well as industry and workforce trends, working with HR leadership and business units to help create university benefits strategy
- Interprets federal, state and university rules, regulations and laws and ensures compliance

2. Business Processes

- Identifies necessary changes in business processes to ensure efficient and accurate work flow as well as the best utilization of system capabilities to fit UCF’s needs
- Works with HR staff to develop and implement improved processes
- Evaluates internal and external administrative processes
- Assists in developing, refining and implementing various policies and procedures
- Recommends new and revised procedures and policies as needed to ensure compliance

3. Communications and Customer Service Liaison

- Supervises planning, format, and execution of special events, such as annual benefits fair, financial wellness series, annual awards program and new employee orientation
- Develops and executes change management and communication strategies to ensure all parties are fully informed of benefit plan changes
- Fosters appreciation of the value of all benefit programs and services to employees
- Manages all third-party vendor relationships to ensure efficient and effective administration of all benefit plans
- Works with vendors to resolve enrollment issues, paycheck deduction issues, and interface files

Education, Experience, Skill Requirements

| | Required | Preferred |
|---|------------|-----------|
| Education Level | Bachelor's | Master's |
| Certification(s) | | |
| Licensure(s) | | |
| Work Experience | | |
| 8+ years of relevant work experience 3+ years of leadership experience | | |
| Additional Requirements | | |
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Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.