Steps of Classification Process

1. Initial Review
   - Position description received
   - Position Justification review
   - Review for State Classified exemption under HB 11-1301
   - Review position description history

2. Position Description Evaluation
   - Position information basics

3. Analysis of Position and Duties
   - Identify key responsibilities and oversight
   - Review of organizational chart
Steps of Classification Process

4. Dialogue with Initiator (if needed)
   • Clarification of position description

5. Administrative Professional Framework Classification
   • Job Levels, Families, Categories and Job Code
   • Identify and review comparator positions
   • Create Classification Worksheets

6. Assess FLSA status
   • Exempt vs. nonexempt

7. Finalize Classification
Step 1: Initial Review

• Position Description Received
  • Communication Strategist (sample description)

• Position Justification
  • Create new for external search
  • 100% grant/gift funded (80% Research Coordinator) – No

• Review for State Classified Exemption
  • Classified Administrative Professional if:
    • Meets required criteria under HB 11-1301
      • Yes - General Professional Series
Step 1: Initial Review

Position History Review

• When was position last reviewed – N/A New
  • September 2016

• Changes to position description – N/A New
  • Previous classifications/FLSA status
  • Review any available historical records and notes

• Reclassification – N/A New
  • Meets the 30% change in duties
    • Pursuant to the Provost’s document, Procedures for Academic Faculty and Administrative Professional Staff Salaries (April 1, 2014)
Step 2: Position Description Evaluation

Position Information Basics

• Working Title – Communication Strategist
  • Titles containing Director or Chief Officer require approval from the President’s Office

• Employment Category – Regular

• Salary Range $50,000 - $57,000
  • Meets Living Wage, $30,000
  • FLSA Salary Basis Test, $23,660

• Salary Basis and Work Hours - Yes
  • 12 month
  • 40 Hours week
Step 2: Position Description Evaluation

Position Information Basics

• Description of Work Unit – Included
• Position Summary – Good overview of position
  • Reader knows the purpose of the position
  • Does not include specific duty tasks
• Supervision – Administrative Professional (1 FTE)
• Decision Making – Authority and complexity of oversight
  • No Budget (not Program/Project Manager level eligible)
• Required Job Qualifications – Bachelor’s and 5 years
Step 2: Position Description Evaluation

Position Information Basics

- Essential Job Duties – *Good defined list describing tasks to be performed*
  - Minimum of two Essential Job Duties
  - Percentage of Time equals 100%
- Background Check Section – *Completed*
- Motor Vehicle Check – *No*
  - Driver’s License Language requirement
- Organizational Chart – *Updated and attached*
Step 3: Analysis of Position and Duties

The Communications Strategist plays a key role in marketing Colorado State University to students across the state, nation, and world through CSU Online and in achieving the Division’s enrollment goals and strategic priorities by creating content for traditional, web, social, digital, and emerging communications platforms. The position leverages CSU Online’s uniqueness and strengths to create written content with a relevant and compelling positioning/value proposition, while communicating a clear and consistent brand message. The Communications Strategist creates inspiring promotional copy that captures attention and prompts engagement and action, to detailed and accurate, yet compelling, program descriptions that communicate our passion for education.

The position participates in establishing marketing strategy and then collaborates with cross-unit teams to create content that supports the brand, meets quantitative marketing objectives, and supports recruitment and enrollment objectives. The Communications Strategist is a team player who works with creative and technical staff to craft web and email experiences that optimize conversions, works with marketing and program staff to understand audiences, and learns from testing and analytics about how audiences are interacting with our content. While the position writes content a wide range of materials for both internal and external audiences, the primary focus of work is for marketing and internal/campus communications.

The position stays abreast of marketing writing trends and best practices and thrives on being a part of a continuous learning environment that consistently reaches for new bounds and seeks fresh insights. The Communications Strategist is a strategic thinker and a results-driven, data-minded, detail-oriented, highly-organized team player who is able to work in a problem-solving environment.

This position reports to the Director of Marketing for CSU Online.
Step 3: Analysis of Position and Duties

Position Summary Key Points

• Participates in establishing marketing strategy for students across the nation
• Creates promotional content for web, social, digital, and emerging communications platforms
• Collaborates with cross-unit teams to create content to support recruitment and enrollment objectives
• Works with creative and technical staff to craft email experiences that optimize conversions
• Works with marketing and program staff to understand audiences and how audiences are interacting with our content
• Writes content for a wide range of materials, with primary focus of work is for marketing communications
Step 3: Analysis of Position and Duties

Supervision Key Points

- Decision Making section factors
  - Assigns tasks
  - Monitors progress and workflow of assignments

Position supervises one Communications Specialist (AP 1.0 FTE)
Step 3: Analysis of Position and Duties

Decision Making Key Points

- Determine the best copy and content strategy for both the organization’s advertising and internal and external communications, selecting the right tone, style, structure and voice based on usage, space, strategy, media and brand considerations
- Identify solutions about how to solve marketing and advertising challenges while staying within CSU’s brand guidelines and CSU Online’s writing guidelines
- Determine strategic schedules for communications based on both student and organizational needs, and manage the organizational content calendar
- Determine the process for and oversee the implementation of the content creation strategy
- Guide the process of creating compelling advertising and messaging that allows the University to stand out amongst ever-increasing competition for online students
- Create content guidelines and specifications for websites, online and print advertising, and printed collateral
- Develop and improve personal workflow processes to optimize efficiency
- Supervises and assigns work tasks, and monitors progress and workflow for assignments

This position is required to receive approval from the Director of Marketing and/or the Senior Director before any of the content that he/she has created is printed, posted, published, or distributed.
Step 3: Analysis of Position and Duties

Decision Making Key Points

• Position has work product decision making authority
• Work product must be approved
• Does not have managerial or full decision making authority
Step 3: Analysis of Position and Duties

Content Creation/Coordination Key Points (45%)

- Develop and implement messaging strategies and content plans to carry out targeted marketing plans that inspire action
- Oversee the process of writing targeted, program-specific marketing materials from concept development to final execution
- Conceptualize, write, proofread, edit and post/publish marketing and communications materials for a variety of mediums, including: emails; advertising copy for print, digital, and search engine marketing; radio/TV advertisement scripts; web content for academic programs; brochures; magazines; social media; blogs; marketing briefs; and annual reports
- Research highly technical information and work with marketing team to create informational graphics, charts, and other visual formats
- Coordinate all aspects of content creation from start to finish including research of program offerings through collaboration with program directors and faculty, content editing, collaborating with a design team for appropriate layout, and securing approval
- Maintain content calendar, controlling timelines and schedules for writing projects, new content development, and content reviews by internal and external experts
- Collaborate with digital marketing staff in the web content development process to incorporate SEO and keyword recommendations
- Develop and nurture positive internal and external working relationships by providing good customer service, timely responses, professional behavior and work ethic, and representing the Division and CSU in a manner that builds trust and collaboration
Email Marketing Key Points (45%)

- Develop and execute targeted email marketing and direct response campaigns, using segmentation and marketing automation to optimize performance.
- Identify and develop the strategy of the email communication program, including messaging, audience segmentation, timing, flow, and conversion strategy.
- Gather, organize, and write content for promotional and informational emails to prospective students.
- Manage email campaigns from start to finish, including planning, scheduling, moving through content review process, testing, evaluating, and reporting in Marketing Cloud.
- Manage email testing strategy to optimize performance of email channel, developing and implementing changes in content to boost performance.
Step 3: Analysis of Position and Duties

Content Evaluation Key Points (10%)

- Utilize Marketing Cloud, Google Analytics, and internal reporting tools to collect and analyze relevant campaign data, and to determine the effectiveness of marketing communications and collateral in meeting the identified communication goals and objectives.
- Recommend and implement changes to improve strategies and methods, based on data.
- Provide recommendations and execute content strategies to achieve quantitative and qualitative enrollment, marketing, and communications goals.
Step 4: Dialogue with Initiator

Clarification of Position Description

• Supervisory oversight
  • Communications Specialist
    • Assigns content development projects
    • Edits and reviews written content
    • Performance management and pay reviews completed by Director of Marketing

• Budgetary oversight
  • Budget is managed by Director of Marketing

• Contract review or negotiations
  • Managed by Director of Marketing

• Authority over work product, strategy and goal development
  • Direction provided by Director of Marketing or Senior Director
Step 5: AP Framework Classification

Job Family Defined

- A large discipline of work that contains multiple job functions. Primary focus is on job duties and responsibilities, not departments or titles.

Communications (CM)

- Provide development, marketing and management of messaging to both internal and external parties. Functions may include marketing, advertising, publications, writing, editing, graphic design, web design and development, public relations, photography, videography and broadcasting.
Step 5: AP Framework Classification

Classification Breakdown

- Key points for classification
  - No Budget (not eligible for Project/Program Management Level)
  - Strategy/Goals set at management level
  - Not full decision making authority

- Performance management and pay reviews
  - Oversight by Director of Marketing
  - Team/Work Lead (not eligible for Management Level)

- Duties and decision making at professional level
People Management Assessment

LEVELS OF SUPERVISION

Manager
- Responsible for performance management
- Input on salary/compensation
- Transactional work assigned to staff
- Manage non-homogenous tasks of professional and/or technical staff
- Process and/or procedure development and implementation
- Reports to College or Division Head
- Classification Management Level

Team Lead
- Engaged in operational work product/activities
- Monitors work assignments of technical/professional staff
- Identifies process improvements, based on Federal, State, University and/or Division/College guidelines
- No staff performance management oversight
- No input to salary/compensation
- Reports to PIO3 (Supervisor), MG01 (Manager), PM (Manager)
- Classification Professional Individual Contributor II or III

Supervisor
- Operational/Working supervisor
- Assigns tasks and work responsibilities
- Develops processes based on Federal, State, University and/or Division/College guidelines
- Supervises homogenous tasks of professional and/or technical staff
- Limited oversight of performance management
- May provide input for salary/compensation
- Reports to Manager/Department Head
- Classification Professional Individual Contributor III
Step 5: AP Framework Classification

Job Category Defined

• Executive Leadership
  • The highest level of leadership within an organization with multiple business or functional areas. This group holds ultimate accountability for the strategic vision, operational execution, and financial performance of the entire organization.

• Senior Management
  • Senior Managers are responsible for implementing strategies within a defined business area, functional area, or several smaller areas that have may have competing interests.

• Management
  • These individuals are typically degreed professionals that have responsibility for leading, supervising, or managing other employees. Managers ensure the alignment of team priorities with broader organizational initiatives and objectives.
Step 5: AP Framework Classification

Job Category Defined

• Project/Program Management
  • Individual Contributors responsible for the development and implementation of small to large projects and the single point of contact for assigned projects. Managerial responsibilities are limited to coordinating tasks and ensuring projects are completed on time and within scope. Program Managers are responsible for the establishment and administration of University programs but with no managerial responsibilities for staff personnel.
Step 5: AP Framework Classification

Job Category Defined

• Professional/Individual Contributor
  • Individual contributors with knowledge of the principles and practices within a professional discipline requiring academic preparation. Their scope of responsibility is measured based on the amount of latitude they have to schedule and manage their own work loads.

• Technical/Support
  • Clerical or technician roles that perform specific activities and follow general guidelines and processes to either service the organization’s students or support the University’s operations. Education requirements consist of a high school diploma, or equivalent, or vocational certification.

Job Category - Professional/Individual Contributor
### Step 5: AP Framework Classification

<table>
<thead>
<tr>
<th>Classification</th>
<th>Title</th>
<th>Comparator</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMPI01</td>
<td>Communication Coordinator</td>
<td>Lower levels duties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not a Match</td>
</tr>
<tr>
<td>CMPI02</td>
<td>Communications/Marketing Administrator</td>
<td>Similar duties/Not Team/Work Lead Fair Match</td>
</tr>
<tr>
<td>CMPI02</td>
<td>Communications Strategist</td>
<td>Different duties/Not Team/Work Lead Not a Match</td>
</tr>
<tr>
<td>CMPI03</td>
<td>Communication Coordinator</td>
<td>Similar duties/Team/Work Lead</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Good Match</td>
</tr>
<tr>
<td>CMPI03</td>
<td>Communications Strategist</td>
<td>Similar duties/Team/Work Lead</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Good Match</td>
</tr>
<tr>
<td>CMMG01</td>
<td>Assistant Director Marketing</td>
<td>Managerial duties/ Full supervision</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not a Match</td>
</tr>
</tbody>
</table>
Framework Components

Job Family  Job Category  Job Level

Creates classification Job Code

Communications
Professional/Individual Contributor
Level 3
Step 5: AP Framework Classification

Professional Individual Contributor Criteria

- Oversight received
- Problem solving
- Interaction/communication
- University impact
- Typical experience or education required
## Worksheet Development

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Title</th>
<th>Professional Level III</th>
</tr>
</thead>
</table>
| Oversight Received | * Participates in establishing marketing strategy and collaborates with cross-unit teams to create content that supports the brand, meets quantitative marketing objectives, and supports recruitment and enrollment objectives  
* Position writes content for a wide range of materials with the primary focus of work is marketing communications  
* Required to receive approval from Director of Marketing and/or Senior Director before any of the content he/she has created is printed, posted, published, or distributed | • Works independently  
• May serve as a resource for other professionals                                                                                                            |
# Worksheet Development

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Title</th>
<th>Professional Level III</th>
</tr>
</thead>
</table>
| Problem Solving | * Oversee the process of writing targeted, program-specific marketing materials from concept development to final execution  
* Create content guidelines and specifications for websites, online and print advertising, and printed collateral  
* Develop and improve personal workflow processes to optimize efficiency  
* Develop and implement messaging strategies and content plans to carry out targeted marketing plans that inspire action | • Defines and solves advanced problems with non-standard solutions                          |
# Worksheet Development

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Title</th>
<th>Professional Level III</th>
</tr>
</thead>
</table>
| Interaction/Communication  | * Collaborate with digital marketing and other staff to develop processes to incorporate SEO and keyword recommendations  
• Works with creative and technical staff to craft web and email experiences that optimize conversions  
• Works with marketing and program staff to understand audiences, and learns from testing and analytics about how audiences are interacting with our content  
* Team/Work Lead for one Communications Specialist (AP) through the assignment of tasks and monitoring of progress and workflow | • Communication of complex concepts as a regular and primary requirement |


### University Impact

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Title</th>
<th>Professional Level III</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Leverages CSU Online’s uniqueness and strengths to create written content with a relevant and compelling positioning/value proposition, while communicating a clear and consistent brand message. Creates inspiring promotional copy that captures attention and prompts engagement and action, to detailed and accurate, yet compelling, program descriptions that communicate our passion for education</em></td>
<td>• Potential impact across multiple departments or even University-wide</td>
<td></td>
</tr>
<tr>
<td>Job Level</td>
<td>Title</td>
<td>Professional Level III</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------</td>
</tr>
<tr>
<td>Typical Education</td>
<td>* Bachelor’s degree from an accredited university in marketing, journalism, communications, business, or a related field</td>
<td>• Bachelor’s degree or advanced degree</td>
</tr>
<tr>
<td></td>
<td>* Minimum five (5) years of experience conceptualizing, writing and editing strategic, accurate and concise advertisements, web content, marketing emails, and other marketing content</td>
<td></td>
</tr>
</tbody>
</table>
Salary Basis

- Paid $455 per week

Job Duties

- Primary performance of office/non-manual duties related to management policies or general business operations

Job Complexity

- Discretion and independent judgment rather than daily routine decisions with regard to matters of significance

Exemption

- Meets additional criteria for Computer, Executive, Professional, Administrative or Agricultural exemption

Exempt from Overtime

Step 6: Assess FLSA Status
Step 7: Classification Finalization

Secondary Review
- Discussion of decision
- Review of comparators
- Review of Classification Worksheet
- Further comparator reviews if needed
- Further discussion with Initiator (if needed)

Archive documents
- Notes from review
- Email correspondence
- Organizational Charts
- Classification Worksheets

Move to Signature Authority
Resources

HR Classification Webpage

• Job Levels, Job Families and Sample Classification Worksheets
  http://www.hrs.colostate.edu/compensation/plans.html

• HB 11-1301
  http://www.hrs.colostate.edu/compensation/exempting-state-statute.html

• State Classified Conversion Eligibility
  http://www.hrs.colostate.edu/compensation/state-class-exemption-changes.html

• Writing an Effective Job Description
  http://www.hrs.colostate.edu/compensation/documents/job_description_training.pdf
Questions
Appendix

Sample Classification Worksheets
# Appendix

<table>
<thead>
<tr>
<th>Job Level</th>
<th>RAO Proposal and Business Development Coordinator</th>
<th>Professional Level III</th>
</tr>
</thead>
</table>
| Oversight Received | Provide highly developed knowledge and expertise on proposal development support for complex proposals, including but not limited to: assisting in the development of proposal budgets; creating, editing, and managing proposal documents; preparing various sponsor application forms and packages; coordination of sub-recipient communications, budgets, and required documentation; coordination of cost sharing requests and budgeting, coordination of all local approvals; organizing and managing pink/red team evaluations and assessments, and providing other useful feedback and guidance on proposal competitiveness. | - Works independently  
- May serve as a resource for other professionals |
| Problem Solving | Provide project management to complex proposal development efforts; including but not limited to: organizing proposal team meetings; creating and managing virtual shared workspaces; developing and adhering to a proposal development schedules; and monitoring proposal development performance;  
- Monitoring and tracking of proposal development metrics.  
- Assist in the coordination of new interdisciplinary research initiatives by establishing, convening, and facilitating working groups to respond to funding opportunities and in anticipation of emerging areas of investment  
- Develop proposal development schedules.  
- Determine required documentation for proposal submission  
- Develop and determine edits for proposal documents.  
- Develop and prepare sponsor application forms and packages.  
- Identify, set up, and manage strategic research relationships with outside institutions and organizations, including other academic institutions, private industry, foundations, and government entities; leverage CSU research portfolios; | - Defines and solves advanced problems with non-standard solutions |
| Interaction/ Communication | Serve as a liaison between investigators, administrators, agency officials, and with other CSU research staff;  
- Identify and facilitate connections for collaboration and partnership as well as internal review processes;  
- Coordinate interactions and/or collaborations with external partners and/or potential sponsors (local, state, and federal government agencies, academic enterprises, non-profit organizations, private foundations, and corporations);  
- Provide training and guidance to university researchers regarding proposal development;  
- Expand/diversity CSU sponsored research funding through external engagements with new and existing organizations  
- Promote CSU’s research portfolio through communications, including presentations, with new and existing partner organizations | - Communication of complex concepts as a regular and primary requirement |
| University Impact | Provide highly developed knowledge, expertise and project management skills for proposal development support for complex proposals and provide assistance in business development related duties. This position will serve as a liaison between all stakeholders, coordinate interactions and collaborations and develop a working knowledge of CSU’s research expertise and capabilities. In addition, this position will facilitate working groups to assist in the coordination of new interdisciplinary research initiatives. | - Potential impact is across multiple departments or even University-wide |
| Typical Education | Bachelor’s Degree;  
- 2 years of experience in proposal writing, research administration, research development, business development, project management, or a closely related field | - Bachelor’s degree or advanced degree |
## Appendix

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Digital Media Strategist</th>
<th>Professional Level II</th>
</tr>
</thead>
</table>
| Oversight Received  | * Digital Media Strategist develops content for various channels including videos, photos, and graphics for social media, websites, and email campaigns.  
* Direct overall digital content strategy, direction, and planning to advance the college's strategic plan goals, including how best to target various audiences.  
* Evaluate trends in the digital space and make decisions to adjust content and strategy accordingly. | * Limited supervision through review of work product                                
* Periodic monitoring of work |
| Problem Solving     | * Compile, evaluate and use data and analytics to make decisions that drive content strategy  
* Responsible for the development of and vision for in-house videos for PR stories, social media, and websites which includes text graphics and advanced video editing techniques  
* Serve as in-house graphic designer on print and digital projects using the college Visual Brand Language  
* Write and edit copy for web, email, social, and print assets incorporating college messaging strategy. Interview and photograph students, faculty, donors, and alumni, write related content for use across multiple platforms. Generate creative digital content to populate our channels: Facebook, Twitter, Instagram, YouTube, Flickr, and Pinterest  
* Train unit and student staff members to develop branded content on all platforms.  
* Measure and monitor effectiveness of website and college goals using Google Analytics and up-to-date analytics strategies and tools | * Applies concepts to resolve a variety of problems  
* Discretion to determine a course of action with review |
| Interaction/Communication | * Collaborate with CSU’s Creative Services and External Relations as needed  
* Work with Admissions to develop email campaigns for College of Health and Human Sciences prospective and admitted students  
* Supervise student assistants responsible for social media and digital content creation  
* Work with unit communications representatives to assist with social media and website strategy and best practices | * Communicates to a broad audience that may be outside of occupational discipline |
| University Impact   | * The Digital Media Strategist is responsible for creating and directing digital content strategy for all of the college’s audiences including prospective and current students, alumni, donors, faculty and staff, and community members | * Working knowledge of University policies and systems  
* Impact is on work team or department |
| Typical Education   | * Bachelor’s Degree in communications, marketing, journalism, public relations or a related field  
* Five years of professional communications or marketing experience | * Working knowledge of University policies and systems  
* Bachelor’s degree |
## Appendix

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Psychologist</th>
<th>Professional Level III</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oversight Received</td>
<td>* Provides clinical services and makes decisions related to the therapeutic treatment of CSU students&lt;br&gt;* Follows agency policies and procedures consistent with state mental health statutes, ethical guidelines, best practices and HIPAA.</td>
<td>* Works independently&lt;br&gt;* May serve as a resource for other professionals</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>* Provides on-call screening/triage services within a counseling center setting&lt;br&gt;* Conducts intake and assessment services&lt;br&gt;* Provides individual and couple counseling/psychotherapy&lt;br&gt;* Responds to campus crises and provides after-hours crisis coverage as needed&lt;br&gt;* Maintains accurate and timely documentation for all clinical interactions and consultations</td>
<td>* Defines and solves advanced problems with non-standard solutions</td>
</tr>
<tr>
<td>Interaction/Communication</td>
<td>* Clinical supervision of unlicensed staff and graduate student trainees&lt;br&gt;* Provides behavioral health consultations within a primary care clinic setting&lt;br&gt;* Facilitates interpersonal process, theme, support and psycho-educational groups&lt;br&gt;* Provides outreach, liaison, and consultation services consistent with the mission of Counseling Services&lt;br&gt;* Serves on internal and external committees</td>
<td>* Communication of complex concepts as a regular and primary requirement</td>
</tr>
<tr>
<td>University Impact</td>
<td>* The position of Psychologist provides mental health services for Colorado State University students. Responsibilities include clinical services, graduate training, and outreach programming. Depending on work assignment, this position reports to the Director of Counseling Services or the Director of Specialty Counseling Services.</td>
<td>* Potential impact is across multiple departments or even University-wide</td>
</tr>
<tr>
<td>Typical Education</td>
<td>* Completed doctorate (PhD or PsyD) in counseling or clinical psychology from an APA-accredited program, or the equivalent combination of education, training and experience from which comparable skills can be acquired.&lt;br&gt;* Completion of a pre-doctoral internship at an APA-accredited training program&lt;br&gt;* Licensed or license eligible in Colorado (license required within five years upon hire)</td>
<td>* Bachelor's degree or advanced degree</td>
</tr>
</tbody>
</table>
## Appendix

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Benefits Administrator</th>
<th>Professional Level II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oversight</td>
<td>* Consistently and effectively, support the administration of benefit plans in compliance with applicable laws, regulations, and/or policies while introducing innovative and efficient process improvements.</td>
<td>* Limited supervision through review of work product</td>
</tr>
<tr>
<td>Received</td>
<td></td>
<td>* Periodic monitoring of work</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>* Support benefits strategy and day-to-day operations through in-depth analysis, technical support, project management and relationship building.</td>
<td>* Applies concepts to resolve a variety of problems</td>
</tr>
<tr>
<td></td>
<td>* Administration and hands-on oversight of enrollment system entry for all classifications of employees.</td>
<td>* Discretion to determine a course of action with review</td>
</tr>
<tr>
<td></td>
<td>* Correct plan enrollment and/or facilitate claim disputes with vendors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Determine eligibility and plan adherence to Federal laws (FMLA, COBRA, ACA, HIPAA, USERRA, QMCSO, and Section 125)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Investigates and identifies origin of problem, instructs and provides direction to benefit plan providers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Determine eligibility for the University Study Privilege and Tuition Scholarship programs based upon employment classification and plan document rules.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Review and make benefit determinations for FMLA based upon law and policy</td>
<td></td>
</tr>
<tr>
<td>Interaction/</td>
<td>* Provide guidance to campus constituents on employee benefit-related laws, regulations, and/or policies including HIPAA, COBRA, FMLA, ACA, Health and Welfare plans, life insurance, parental leave, tuition scholarship and employee study privilege.</td>
<td>* Communicates to a broad audience that may be outside of occupational discipline</td>
</tr>
<tr>
<td>Communication</td>
<td>* Campus presentation in large group settings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Function as a liaison between vendors and employees, explain benefit programs in a clear, concise manner and advises employees on eligibility, coverage, and other benefit matters.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Mentor HR Service Center and assist as necessary</td>
<td></td>
</tr>
<tr>
<td>University</td>
<td>* Act as first point of contact and liaison between employees and insurance providers to help resolve benefits related issues that support the health, welfare and retirement plan administration of each program while performing the full range of professional related responsibilities for active employees, retirees, COBRA participants and survivors.</td>
<td>* Working knowledge of University policies and systems</td>
</tr>
<tr>
<td>Impact</td>
<td>* Create and maintain regulatory compliant benefit decisions exercised through daily plan administration. This professional position serves as a regulatory resource to provide information and problem solving for benefit plans enabling the incumbent to make informed decisions regarding selection and enrollment in insurance, retirement plan choice, retiree subsidies and benefit programs using interactive decision support and enrollment systems.</td>
<td>* Impact is on work team or department</td>
</tr>
<tr>
<td>Typical</td>
<td>* Bachelor’s degree required in business or any similarly related degree field.</td>
<td>* Working knowledge of University policies and systems</td>
</tr>
<tr>
<td>Education</td>
<td>* At least 2 years working in a position that provides high-level service to employees who are benefit plan participants with experience obtained preferably in a large complex organization with 1,000+ employees or in an institution of higher education.</td>
<td>* Bachelor’s degree</td>
</tr>
</tbody>
</table>