

Well-Being & Benefits Senior Specialist

Department: Well-Being & Benefits

Organizational Relationship: Reports to the Well-Being & Benefits Manager

FLSA Status: Exempt

Last Updated: December 17, 2024

General Summary:

The Well-Being & Benefits Senior Specialist is responsible for assisting the Well-Being & Benefits Department with a variety of responsibilities regarding specific benefits tasks and projects to ensure the services, goals, and objectives of the department are met. Additional responsibilities include coordinating and responding to all of the day-to-day queries and administrative responsibilities for the department, providing guidance to team members, ensuring prompt resolution, and escalating to supervisors and/or managers when necessary. The Senior Specialist is responsible for the formal documentation of the department's standard operating procedures, and educating/training the broader team as needed.

Essential Duties and Responsibilities:

"Essential duties" are those that an individual must be able to perform with or without reasonable accommodation.

1. Coordinates and conducts virtual new hire orientations for associates and staff, which includes developing an orientation schedule and handling new joiner benefit queries in follow up one-on-one consultations with the goal of raising awareness and driving engagement in the firm's programs and resources
2. Communicates with employees to help them navigate and access a wide variety of the firm's benefits and insurance programs
3. Provides Well-Being & Benefits training to new department colleagues, including overviews of programs, the Human Resources Information System (HRIS), ticketing system, and document management
4. Advises and mentors junior colleagues on best practices, including cross-training and sending team communications as needed, and focusing on team knowledge and standardization of work promoting operational efficiencies
5. Supports the Well-Being & Benefits leadership team with escalated/complex matters, looping in other stakeholders (i.e. Technology & Information Systems, Payroll, and other adjacent teams), recommending solutions to resolve issues as necessary
6. Leverages established knowledge and best practices to create content/reference materials for the team; raises opportunities to address knowledge gaps to the Well-Being & Benefits Manager

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7. Continually educates themselves in the firm's policies and procedures, as well as the roles of other departments and how they all are interconnected
8. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- A Bachelor's degree or equivalent required
- Nine years' experience may be considered in lieu of a degree

Work Experience

- A minimum of three years' relevant experience required
- A minimum of five years' cumulative professional experience required

Knowledge, Skills & Abilities

- Comprehensive knowledge of Well-Being & Benefits functions
- Well-developed and professional presentation and Power Point skills
- Strong attention to detail and the ability to critically and independently assess proposed projects, communications, and/or solutions
- Well-developed, professional interpersonal skills; ability to interact effectively with people at all organizational levels
- Ability to work in a team environment with a customer-service focus
- Advanced communication skills, both written and verbal
- Ability to think creatively and the skills and drive to propose new initiatives and ideas
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to perceive and analyze complex problems, and a capacity to make or recommend sound decisions
- Advanced organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Ability to undertake large, long-term projects and to independently implement solutions to problems or challenges that arise along the way
- Knowledge and proficiency in PC applications, including MS Office, and other programs necessary to complete thorough analyses and reports.

Additional Requirements

- Occasional travel may be required

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

Working Conditions

All Latham & Watkins positions are in a typical indoor office environment.

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The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.