

Well-Being & Benefits Generalist

Department: Well-Being & Benefits

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

FLSA Status: Non-Exempt

Last Updated: August 12, 2024

General Summary:

The Well-Being & Benefits Generalist is responsible for assisting with the administration of existing firm benefit policies. The Well-Being & Benefits Generalist supports the department and the local offices by ensuring that staff and attorneys have access to a centralized resource and uses their knowledge of the firm's benefits programs to answer questions, facilitate enrollments, and monitor life event changes for benefits purposes. They also develop and maintain relationships with insurance carriers, third-party administrators, and vendors at the firm.

Essential Duties and Responsibilities:

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

1. Monitors benefit telephone line and e-mail box in an effort to respond to benefits-related questions from staff and attorneys
2. Acts as a centralized point of contact and responds to questions regarding firm benefits; understands benefits eligibility rules for all health and welfare plans; answers benefits questions from attorneys, paralegals, and staff using appropriate Well-Being & Benefits resources as needed
3. Ensures understanding of the programs offered by the firm and awareness of enrollment deadlines
4. Promotes the value added benefits of the firm to increase awareness and participation
5. Assists with the investigation and settlement of insurance claim disputes
6. Establishes relations with insurance carriers and vendors, by handling the day-to-day administration of group plans
7. Assists with annual benefits enrollment renewals; educates participants by providing clear and complete information in accordance with group policy, terms, and conditions
8. Advises management of observed trends, unanswered requests, potential problems, or critical issues in order to troubleshoot problem areas
9. Maintains relationships with key departments in the office and the firm including Payroll, Accounting, and Information Technology
10. Works with brokers and insurance carriers regarding ongoing service issues; liaises with the Leave Administration team as needed; assists with special projects and ad hoc duties regarding various benefit issues as needed

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11. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- High school diploma or equivalent required
- Bachelor's degree or equivalent preferred

Work Experience

- A minimum of three years' of related employee benefits administration experience required

Knowledge, Skills & Abilities

- Comprehensive knowledge of the terms and conditions of health and welfare plans to ensure the proper administration by insurers and vendors
- Knowledge of benefit practices
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Ability to work in a team environment with a customer-service focus
- Strong communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion
- Organizational skills to manage time well, prioritize effectively, and handle multiple deadlines
- Ability to multi-task; excellent follow-up skills
- Ability to develop knowledge of firm procedures
- Strong analytical skills
- Knowledge and proficiency in PC applications, including MS Office
- Ability to perceive and analyze problems and develop alternative strategies to solve them
- Knowledge and proficiency with Human Resources Information Systems, preferably PeopleSoft and Service Now

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.

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.