General Description
Provides advanced level benefits consultancy and customer service on benefit related matters, such as the Family and Medical Leave Act (FMLA), military leave, educational leave, donated leave and retirement, to staff, faculty, and students.

Examples of Duties
- Assists on complex benefits information for customers on all employee benefits program options.
- Administers the Family and Medical Leave Act (FMLA).
- Coordinates the FMLA and Worker’s Compensation, and provides information to employees through counseling, correspondence, and the Human Resources (HR) Benefits webpage.
- Ensures compliance with federal, state, Board of Regents and Georgia State University (GSU) policies and procedures.
- Determines the date the employee goes in unpaid status and updates the HR system.
- Calculates premiums owed and enrolls employees in the benefits billing program.
- Coordinates the Donated Leave Program and serves as employee representative to the Donated Leave Committee.
- Provides pre-retirement counseling to future retirees.
- Provides documentation of salary and sick leave certifications to the Teachers Retirement System (TRS) of Georgia.
- Researches and completes the documentation for the TRS prior to Service Credit Requests.
- Administers and provides customer service for Savings Plans.
- Assists with developing training workshops on benefit plans and programs.
- Performs other advanced level benefits oriented duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of leave and retirement planning administration and customer service practices.
- Knowledge of basic computer operation and software, such as spreadsheets, word processing, databases.
- Effective time management and organizational skills.
- Effective oral and verbal communication skills with external and internal customers.
- Ability to multi-task, pay attention to detail, and exhibit excellent customer service.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related experience.