

[Benefits Representative-00034925](#)

Oxy is an international energy company with assets primarily in the United States, the Middle East and North Africa. We are one of the largest oil and gas producers in the U.S., including a leading producer in the Permian and DJ basins, and offshore Gulf of Mexico. Our midstream and marketing segment provides flow assurance and maximizes the value of our oil and gas. Our chemical subsidiary OxyChem manufactures the building blocks for life-enhancing products. Our Oxy Low Carbon Ventures subsidiary is advancing leading-edge technologies and business solutions that economically grow our business while reducing emissions. We are committed to using our global leadership in carbon management to advance a lower-carbon world. Visit oxy.com for more information.

Occidental strives to attract and retain talented employees by investing in their professional development and providing rewarding opportunities for personal growth. Our goal is to meet the highest employer standards by ensuring the health and safety of our employees, protecting the environment, and positively impacting communities where we do business.

Our greatest asset has been and will continue to be our people. We are looking for an experienced and motivated individual to fill the position of **Benefits Representative** within our **HR OxyLink Call Center** group based in **Tulsa, OK**.

Key Responsibilities:

- The Senior Benefits Representative plays a key role as the first point of contact for an employee, retiree, HR Rep or manager calling the HR OxyLink Call Center. Must have ability to handle confidential information.
- The Senior Benefits Representative will provide leadership within the Service Center, will be responsible for higher level problem resolution and will learn and be responsible for data entry into Oxy's HRIS system
- Provides resolution to all inquiries received in various ways including telephone, email, mail and fax
- Research and direct callers to appropriate department for questions covered in the scope of the HR OxyLink Call Center service delivery model and attempt to direct the caller to the correct department if the caller's question is not covered by scope of service
- Plan, organize, and prioritize work assignments to meet time requirements and facilitate workflow
- Provide complete and accurate responses and redirect inquiries or transactions as necessary to support all business units

- Be able to diffuse elevating conversations with callers by practicing active listening skills, summarizing well the caller's questions and concerns, by utilizing de-escalation techniques like acknowledging caller's concerns using language like, "I understand your concerns" and "I am documenting this in our case management system so I can assign to a Specialist"
- Conduct benefit research using on-line information and reference tools, summary plan documents (SPDs), status change matrix, plan administration manuals and historical company documents.
- Manages issues related to health and welfare as they arise and communicates with the health and welfare department, serving as the first line of defense as a method of being proactive in identifying call trends and elevate to Supervisor to get ahead of vendor created issues
- Reviews and interprets employee data to resolve issues. Accurately capture, track, and follow up on initiated cases related to all forms of contacts (phone, email, fax, etc.) and adhere to established Service Level Standards (e.g., protocols, metrics)

Performs other duties as assigned or requested

Required Qualifications:

- High School Diploma or equivalent
- Minimum 2 years of benefit administration experience
- Proficiency in dealing with requestors in a professional manner by phone and email
- Strong written and verbal communication skills to document and resolve incoming calls and emails in a concise manner
- Experience with organization, time management and critical thinking skills
- Excellent attention to detail
- Ability to work independently and in a collaborative environment
- Strong PC skills and proficiency with using Microsoft Office Suite

Desired Qualifications:

- Experience with Workday
- 5+ years of benefit administration experience
- Bachelor's Degree in relevant field

Recruitment Fraud

It has come to our attention various individuals and/or organizations are contacting people falsely

pretending to recruit on behalf of Oxy. Please be aware that these recruiting scams and communications do not originate nor are they associated with our recruitment process. All Oxy job postings and offers will require a completed application through our company website. Oxy does not charge a fee at any stage of the recruiting process. We will never:

- Ask you to pay for applications, interviews, meetings, processing, training or for any other fees
- Use recruiting or placement agencies that charge candidates an advance fee of any kind or
- Request personal information such as passport and bank account details at an early stage of our recruitment process.

We recommend against responding to unsolicited business propositions or offers from people you don't know. Do not disclose your personal or financial details. If you believe you have been the victim of a recruiting scam, please contact your local police department.

All qualified applicants will receive consideration for employment without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law.

Job

HR Specialist

Primary Location

United States-Oklahoma-Tulsa

Organization

OPC

Schedule

Full-time