

# BENEFITS ADVOCATE – HINES INTERESTS, LP

**FLSA STATUS:** EXEMPT

**REPORTS TO:** BENEFITS MANAGER

**LOCATION:** HOUSTON, TX

When you join Hines, you will work alongside innovative leaders who set the standards responsible for our reputation as an industry leader today, and you'll be a part of shaping our future in the years to come.

## **SUMMARY DESCRIPTION:**

The Hines Benefits Advocate works directly with employees, plan vendor representatives and department managers to assist employees with benefit related matters and administer the Hines benefit program. The Advocate is also responsible for ad hoc projects and tasks as assigned. The ideal candidate will have superior communication and customer service skills, experience in administering Health & Welfare, 401(k), and Managed Leave plans, as well as extensive general knowledge of employee benefit plan administration. Proficiency in Microsoft Word and Excel required. Working knowledge of Workday a plus.

## **PRIMARY DUTIES/RESPONSIBILITIES:**

- Provide excellent customer service to employees
- Establish and maintain a cooperative working relationship among Hines staff and vendors
- Demonstrate superior verbal and written communication skills
- Review and resolve complicated benefits issues
- Share administration of Health & Welfare, 401(k), and Managed Leave plans
- Share administration of company wellness program and initiatives
- Analyze reports
- Manage activities of external auditors
- Compile routine and ad hoc reports
- Respond to employee questions and concerns in a prompt manner
- Work with vendors to research and resolve issues
- Facilitate benefits enrollment in Workday
- Participate in staff meetings
- Comply with all Hines policies and procedures
- Manage multiple projects simultaneously
- Carry out other duties requested by managers

## **EXPERIENCE:**

- Three or more years Benefits Administration experience
- 401k administration experience required
- Advanced knowledge in Microsoft Word and Excel
- Superior communication and customer service skills

## **EDUCATION:**

- Bachelor's Degree from an accredited university

## **SKILLS**

- Working knowledge of the regulatory requirements of administering Health and Welfare and 401(k) plans.
- Ability to maintain internal and federal mandated privacy and security standards.
- Ability to read a variety of manuals, journals and periodicals.
- Excellent verbal and written communication skills.

## **PHYSICAL ABILITIES/WORKING CONDITIONS:**

- Ability to meet highest attendance requirements.
- Indoors - 99%
- Outdoors - 1%

**The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities and requirements.**