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ABPAFS Bowling Night

ABPAFS Next Meeting

UM Positions Available

- the School of Information’s Administrative Director vacancy (#83537).
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- Merit Support Center (MSC) Associate - Intermediate (#83568) -- ITCS/Merit Network: posting end-date -- June 24, 2013
- Merit Support Center (MSC) Supervisor (#83526): ITCS/Merit Network: posting end-date -- June 21, 2013

NOTE: for the above postings, the end-dates may be extended

- Contracts and Grants Manager (#83622) -- School of Dentistry: posting end-date -- June 26, 2013
- Sr. Director for Benefits (#83716) University Human Resources: posting end-date -- July 20, 2013

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ABPAFS
BOWLING NIGHT SIGN UP-CLICK ME

Join ABPAFS at Colonial Lanes for fun and networking on Thursday, June 27th at Colonial Lanes

Please click on the link above and fill out the short form to aid us in reserving enough lanes for you and your guest.

Bowling Cost 9:00 pm to 12:00 am
$1.25 Shoe Rental
$1.25 Games

Colonial Lanes-1950 S Industrial Hwy, Ann Arbor, MI 48104 (Across from Krogers Grocery Store-click on link) Map to Colonial Lanes

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Thursday, June 27th.

11:30 am to 1:00 pm

The meeting will be in the Basement level of the Main Hospital in the Dept of Radiation Oncology in room UHB2C430. Take patient elevators near entryway to cafeteria to basement level II. We will be taking pictures at the next few meetings and at our bowling event to aid us in the development of our webpage, brochure, and other media material.

ABPAFS Thursday, June 27th meeting description:

The E-Board did a great job in developing a calendar of events for the upcoming year at our retreat. While we are well on our way completing the calendar we want to utilize your creativity, knowledge, and experience to helping us fine tune the calendar and to help us ensure that the events we are planning are diverse (age, background, profession, socioeconomic class ect…) creative, and that we utilizing the resources around us. In order to achieve this during our meeting on Thursday, June 27th we will do a round robin activity that will consist of:

- Dividing the meeting space into the topic areas listed below.
- Individuals who attend the meeting will be able to self select and contribute to a topic area
- We will rotate two to three times so people can provide thoughts on multiple topic areas.
- Each round/rotation will last for 15 to 20 minutes. At the end of each rotation the topics areas will report out
- The E-Board will adjust and add to the calendar of events based on the ideas generated at the meeting

**Topics:** Advocacy, Social Events, Networking, Professional Development, Mentoring, Letter to the President and Regents

If you have a great idea for a community trip, a specific to topic for professional development or creative ways for us to network and socialize please come share your thoughts at our June 27th meeting.
Colleagues,

This is a request for your assistance with helping to generate a diverse applicant pool for the School of Information's Administrative Director vacancy (#83537).

- Merit Support Center (MSC) Analyst (#83664) -- ITCS/Merit Network: posting end-date -- June 25, 2013
- Merit Support Center (MSC) Associate - Intermediate (#83568) -- ITCS/Merit Network: posting end-date -- June 24, 2013
- Merit Support Center (MSC) Supervisor (#83526): ITCS/Merit Network: posting end-date -- June 21, 2013

NOTE: for the above postings, the end-dates may be extended
- Contracts and Grants Manager (#83622) -- School of Dentistry: posting end-date -- June 26, 2013
- Sr. Director for Benefits (#83716) University Human Resources: posting end-date -- July 20, 2013

In addition to encouraging all interested individuals to formally apply by the posting end-date, please encourage them to include in their cover letter that they became aware of this career opportunity as a result of diversity outreach networking.

Thanks in advance for sharing this announcement with your internal and external networks.
Jean

Administrative Director (#83537): School of Information

The vacancy is currently posted through July 2, 2013 on the Careers website (http://umjobs.org/).

How to Apply

A cover letter is required for consideration for this position and should be attached as the first page of your resume. The cover letter should address your specific interest in the position and outline skills and experience that directly relate to this position.

Job Summary

The School of Information (UMSI) was the first in the growing iSchool movement (now 45 schools worldwide), with top-ranked graduate programs, a new first-of-its-kind undergraduate program, a new health informatics graduate program (joint with the School of Public Health), and world-class research. It is in a period of active growth in degree programs, enrollments, faculty, facilities and staff. The school's mission is to create and share knowledge so that people can use information -- with technology -- to build a better world. The school has a multidisciplinary approach, balanced equally on social/behavioral and computer sciences. Areas of expertise include social computing, application and interface design, health informatics, digital archiving, web science, and information economics. We have 38 full-time faculty and an additional 15 part-time or affiliated faculty, about 450 graduate students (with planned undergraduate growth of 200 or more in the next few years), and about 8,000 living alumni.

Responsibilities*

The administrative director will report directly to, and work closely with the dean, serving as the senior leader of the schools administrative functions. The administrative director will be a peer member of the deans Leadership Team, which is responsible for strategic planning and resource allocation to support the mission and goals of the school. The successful candidate will possess strong...
leadership and people management skills. The school has a very successful, highly motivated staff supporting its academic mission. The culture is strongly collaborative, with high expectations for individual excellence and leadership at all levels.

Job description:
- Strategic support on the allocation of the schools human, financial and space resources
- Apply strategic thinking in planning for and executing the schools administration in support of its academic mission and goals
- Advise the dean and school leadership on impact of resource allocation decisions and commitments, and communicate arising matters
- Develop long-term plans and/or models to project the impact of changes or new assumptions affecting the schools human, financial and space resources
- Represent the dean and the School of Information to other units with the authority to make commitments on business and administrative policies and procedures
- Supervise the development of the schools budget, and the strategic budget planning document submitted annually to the provost

Develop plans, policies, procedures and controls to monitor and protect the schools resources, and work with senior managers to successfully implement. Ensure that all School of Information administrative policies and procedures meet university guidelines and interpret policies and procedures for faculty and staff.

Manage administrative staff
- Provide leadership and oversight of the administrative functions; create a work environment that results in the recruitment and retention of a talented, high performance, collaborative, engaged and diverse staff for the School of Information
- Work with managers to ensure excellence, effectiveness and efficiency of the schools operations
- Oversee the annual staff performance management process

School team participation
- This senior leader participates in the schools top leadership and management teams. In particular, will be a peer with the associate and assistant deans in the UMSI Leadership Team, and will play a leadership role in the senior management team
- Foster an effective and collaborative working partnership with other members of the UMSI Cabinet
- Communicate University-wide initiatives related to expected changes that will affect activities or staff members

Maintain relations with other university contacts
- Network and build strong working relationships with staff across other university units to provide better planning and problem-solving, and to find and implement best practices
- Build strong working relationships with Provosts staff to provide effective collaboration and problem-solving that align the universitys and the schools missions, and to obtain needed support and resources from the central administration
- Participate on ad hoc teams for university-wide initiatives

Required Qualifications*
- Ten or more years of progressively more responsible management experience. Masters degree or other advanced education is highly desired
- Demonstrated analytical and problem-solving abilities; strategic planning and thinking; strong organizational and project planning skills
- Excellent oral, written and interpersonal communications skills
- Ability to lead the planning and development of a budget that meets school and university needs
- Strong knowledge of the U-M funding structure and business systems related to tracking, reporting and managing the schools resources and strong knowledge of U-M policies, procedures and guidelines is highly desired
- Possess a strong knowledge base to effectively work with other functional units within the school
- High regard for U-Ms commitment to diversity and inclusion in the workplace
- Ability to build positive working relationships and collaborate with others effectively
- Ability to work independently and as a part of a team, and the ability to take initiative
- Understanding of and appreciation for the higher education environment is strongly desired

**U-M EEO/AA Statement**
The University of Michigan is an equal opportunity/affirmative action employer.

**Merit Support Center (MSC) Analyst - Int./Merit Support Center (MSC) Analyst - Assoc. (#83644): ITCS-Merit Network**

**Job Summary**
All applicants must submit a cover letter and resume to be considered for this position. In order for the Career Portal system to accept a cover letter, please include a cover letter as the first page of your resume.

*Shift: Sunday - Wednesday (8pm-6am), ability to work outside of normal business hours, some overtime required.

*This position may be filled at the associate level if applicants don't meet the requirements of the intermediate level.

*Relocation assistance is not available for this position.*

*Salary commensurate with experience.*

Merit Network, Inc., a non-profit corporation governed by Michigan's public universities, owns and operates America's longest-running regional research and education network. Founded in 1966, Merit provides high-performance networking and services to the research and education communities in Michigan and beyond, serving the needs of member universities, colleges, K-12 schools, libraries, state government, healthcare, and other non-profit organizations. Merit believes in the strength of a robust educational community. By connecting organizations, building relationships and sharing services, institutions can achieve far more together than they can alone.

**Overview:**
The Merit Support Center is responsible for the support for all Merit services by providing 24/7 365-day support. This includes network connectivity, cloud services, VoIP services, and other services as well as administrative support. The Merit Support Center (MSC) is a new initiative that combines Merit's former Network Operations Center, Service Desk and Member Support coordinators to create one synergistic organization to provide an excellent Member Experience for Merit's membership.

MSC Analysts work under the supervision of the Merit Support Center Director. Each Analyst needs to be able to work independently but also as part of a team, and also needs to be able to track and ensure timely and appropriate resolution of a large range of problems, calling for help to escalate problems technically or administratively, as appropriate. Areas that the MSC Analyst needs to handle reliably include: networking components (routers, switches, fiber or leased circuits, power equipment), telephone equipment, computer servers and applications, and other Merit services.

**Responsibilities**

Network and Service Monitoring and Repair

*Efficiently monitor multiple alarm systems, responding to alerts in a timely and effective manner.

*Perform moderately complex testing, analysis, and repair of networking connectivity and multiple services, following documentation provided.

*Create Network Service tickets; maintain up-to-date "next step" analysis for those tickets; analyze
and correct problems with equipment and services according to provided contacts.

*Effectively work with MSC and outside colleagues to assure problem resolution. Efficiently takes over problems-in-progress at the beginning of a shift, and leaves problems in an effective state at the end of a work shift.

Application Area Engineering Support

Become a MSC resource in one or more technology areas (network configuration documentation, DNS Administration, Email Administration, Videoconferencing Administration, IP Phone Service Administration, circuit documentation, monitoring tool configuration, financial reporting support, and other areas as needs arise. The Analyst will: (1) provide second-level resolution support for more difficult problems in the subject area; (2) take on more advanced configuration and engineering tasks from the full-time engineers in that area; (3) find ways to improve MSC procedures and toolsets to improve MSC service in the area; (4) continually improve the Analyst's own knowledge and capability in the area; and (5) teach, train, and mentor other Analysts to improve MSC knowledge and capability in that area.

Help expand the MSC's capability in these areas by teaching colleagues about these areas, by helping develop documentation and procedures, and by helping review recent issues in these areas.

Customer Service and Outreach

*Interact with Merit Community and ensure excellent Member service.

**Required Qualifications**

*A bachelor's degree in computer science, engineering networking or equivalent combination of education and relevant experience.

*Strong interpersonal, written, and verbal communication skills.

*Some network and network-based service monitoring and management tool experience.

*Strong desire to provide exceptional service to the Merit community.

*Ability to interact with technical and non-technical customers in a positive and supportive manner regardless of circumstances.

*Knowledge of host-based services and some understanding of Unix and Windows.

*Candidate should have experience and willingness and ability to work fixed schedules outside of normal business hours, to work holidays and a changing schedule.

**Desired Qualifications**

*Experience with 24/7 service support policies and procedures. Knowledge of network and Internet-network technologies.

*Demonstrated excellence at maintaining strong working relationships with multiple clients, organizations, customers, management, and peers.

*Experience continually improving the organization's capability, effectiveness, and reputation.

**U-M EEO/AA Statement**

The University of Michigan is an equal opportunity/affirmative action employer.
Apply Now
(link opens in new window)

JOB DETAIL

Job Opening ID
83568

Working Title
Merit Support Center (MSC) Associate - Intermediate

Job Title
Customer Help Desk Tech Inter

Work Location
Ann Arbor Campus
Ann Arbor, MI

Full/Part Time
Full-Time

Regular/Temporary
Regular

FLSA Status
Nonexempt

Organizational Group
Affiliated It Orgs

Department
ITCS-Merit Network

Posting Begin/End Date

Career Interest
Information Technology

Merit Support Center (MSC) Associate - Intermediate (#83569): ITCS-Merit Network

Job Summary
Overview:

All applicants must submit a cover letter and resume to be considered for this position. In order for the Career Portal system to accept a cover letter, please include a cover letter as the first page of your resume.

*Relocation assistance is not available for this position.*

*Salary commensurate with experience.*

Merit Network, Inc., a non-profit corporation governed by Michigan’s public universities, owns and operates America’s longest-running regional research and education network. Founded in 1966, Merit provides high-performance networking and services to the research and education communities in Michigan and beyond, serving the needs of member universities, colleges, K-12 schools, libraries, state government, healthcare, and other non-profit organizations. Merit believes in the strength of a robust educational community. By connecting organizations, building relationships and sharing services, institutions can achieve far more together than they can alone.

The Merit Support Center (MSC) provides 24/7 365-day first level pre-sale and post-sale support for all Merit services including network connectivity, fiber infrastructure, cloud services, and other services as well as administrative support to Merit Members and Customers.

Merit Support Center Associates work under the supervision of the Merit Support Center Director. Associates need to be able to work independently but also as part of a team. The Associate will field calls and emails coming into a highly technical organization with a goal of providing world class service to its customers. Most requests will be for assistance with Merit service offerings which the Associate will resolve using training, procedures, and documentation or by requesting assistance from higher
level technical support. Other calls will be unique in nature and require creativity and possibly
escalation within Merit to ensure the issue is addressed and resolved. Secondary duties also include
database updates as well as report generation and other service related projects. The Associate will be
required to use a variety of online systems including system(s) to track calls and ensure they are
followed through on. Associates also provide pre/post-sale support to the Merit Member Relations
managers who are acting on requests of Merit members.

**Responsibilities***

*Interact with Merit community, vendors and internal Merit teams to ensure a high level of customer
service.

*Provide first-line technical support to Membership and Customers, responding to questions and
solving problems regarding their use of Merit’s network, fiber and other services.

*Provide pricing information and quotations to Members and Customers as well as provide other
administrative support.

*Process orders, initiate implementations, and track completion of service orders.

*Create service tickets; maintain up-to-date "next step" analysis for those tickets; analyze and correct
issues with services according to procedure.

*Effectively work with MSC Analysts and outside colleagues to assure member request resolution.

*Efficiently take over requests-in-progress at the beginning of a shift, and leave requests in an
effective state at the end of a work shift.

*Provide first level of support of Merit services including; fiber services, administer user and group
accounts, perform MeritMail account restores, update DNS zone and domreg files, reset passwords
and other activities.

*Escalate issues with tools, documentation, process, the service or anything that degrades the value
of the service to Merit Members and Customers.

*Participate in professional development activities to continually improve skills and knowledge of
trends in networking, fiber and IT services.

*Interface with the Merit Fiber team working well to coordinate all project activities, administrative
requirements, financial reporting, invoice approval, material handling, etc.

*Calm demeanor, high interpersonal skills, good organizational skills, excellent communications,
logical thought processes

*Can-do attitude and a hunger to learn more about networking, IT and fiber technologies.

**Required Qualifications***

*High school graduate, plus 2 years of college or equivalent combination of education and experience.

*Fluency with the following applications: MS Word, MS Excel, MS PowerPoint and Adobe Acrobat Pro.

*Proficient at using email, shared calendaring, and other collaborative applications.

*Strong customer service background and demonstrated organizational skills.

*Must be self-motivated and work well within a team environment and also have the ability to work
independently.
*Ability to manage multiple issues in a fast-paced environment.

*Ability to interact with technical and non-technical customers in a positive and supportive manner regardless of circumstances.

*Strong interpersonal, written, and verbal communication skills.

*Strong desire to provide exceptional service to the Merit community.

*Be a continuous learner. Have the ability to learn and enjoy learning new things.

*Be a strategic thinker, always looking for ways for Merit to improve, be more effective, and better serve the community.

*Candidate should have willingness and ability to work a changing day schedule and overtime if needed.

**Desired Qualifications**

*Knowledge and/or experience of network, fiber, hosted IT services or other related technology.

*Previous network monitoring tool experience a plus.

*Knowledge of outside plant engineering, construction, and splicing of fiber optic networks.

*Experience with Salesforce.com CRM, Visio and MS Project.

*Previous helpdesk, desktop/PC support experience.

*Demonstrated excellence at maintaining strong working relationships with multiple clients, organizations, customers, management, and peers.

*Experience continually improving the organization's capability, effectiveness, and reputation.

*Experience working with higher education, K-12 educational institutions, libraries, research institutions and other public sector non-profit organizations a plus.

**U-M EEO/AA Statement**
The University of Michigan is an equal opportunity/affirmative action employer.
**Merit Support Center (MSC) Supervisor (#83526): ITCS - Merit Network**

**Job Summary**
All applicants must submit a cover letter and resume to be considered for this position. In order for the Career Portal system to accept a cover letter, please include a cover letter as the first page of your resume.

*Relocation assistance is not available for this position.*

*Salary commensurate with experience.*

Merit Network, Inc., a non-profit corporation governed by Michigan's public universities, owns and operates America's longest-running regional research and education network. Founded in 1966, Merit provides high-performance networking and services to the research and education communities in Michigan and beyond, serving the needs of member universities, colleges, K-12 schools, libraries, state government, healthcare, and other non-profit organizations. Merit believes in the strength of a robust educational community. By connecting organizations, building relationships and sharing services, institutions can achieve far more together than they can alone.

The Merit Support Center (MSC) provides 24/7 365-day first level pre-sale and post-sale support for all Merit services including network connectivity, fiber infrastructure, and other services as well as administrative support to Merit Members and Customers.

The Merit Support Center Supervisor oversees the MSC providing responsive and high quality technical and administrative support in a 24x7 environment. The MSC Supervisor will keep the daily operations of the MSC flowing smoothly.

**Responsibilities**
*Provide support, direction and assistance to MSC Analysts and MSC Associates on all areas of their assigned duties.

*In addition to working a regular schedule, participate in the on-call rotation as scheduled.

*Be proficient at every position in the MSC.

*Responsible for ensuring issues are progressed and updated accordingly during shifts.

*Escalation point for incidents and issues from both external and internal sources.

*See that service tickets are worked effectively and efficiently and that the work with Merit internal teams, Merit Customers, Members and Service Providers is effective in resolving service issues in accordance with established processes and procedures.

*Ensure effective triage and escalations occur to appropriate individuals, teams, and organizations in a timely manner to ensure efficient resolution and to minimize customer impact.
* Ensuring support issues are resolved within the SLA and to the satisfaction of the customer.

* Timely and frequent communication to ensure availability issues are understood and on target for resolution.

* Responsible for reporting and escalating issues to the MSC Director.

* Review and coordinate planned maintenance with Merit customers, contractors and Service Providers.

* Initiates and drives process changes designed to improve efficiency and customer satisfaction.

* Recommend and implement revisions to existing policies and procedures to make them more effective.

* Lead the creation and documentation of MSC procedures to better optimize Merit Support Center operations.

* Maintain standardization and consistency through process, procedure, and workflow management.

* Partner with multiple teams across the organization to report and track key metrics.

* Project lead special projects as assigned.

* Delivering a highly customer focused service to our clients - to exceed customer expectations both in technical resolution and customer service.

* Responsible for training new employees in policies and procedures.

* Identify and arrange or provide training for the MSC team.

* Provide feedback to the MSC Director regarding team members and team performance.

* Participate in professional development activities to continually improve skills and knowledge of trends in networking, fiber and IT services.

**Required Qualifications**

* A bachelor’s degree in computer science, engineering networking or equivalent combination of education and relevant experience.

* Demonstrated leadership and managerial skills and experience.

* Strong interpersonal, written, and verbal communication skills.

* Network and network-based service monitoring and management tool experience.

* Strong desire to provide exceptional service to the Merit community.

* Ability to interact with technical and non-technical customers in a positive and supportive manner regardless of circumstances.

* Knowledge of host-based services and some understanding of Unix and Windows.

* Fluency with the following applications: MS Word, MS Excel, MS PowerPoint and Adobe Acrobat Pro.

* Proficient at using email, shared calendaring, and other collaborative applications.

* Strong customer service background and demonstrated organizational skills.
*Must be self-motivated and work well within a team environment and also have the ability to work independently.

*Ability to manage multiple issues in a fast-paced environment.

*Be a continuous learner. Have the ability to learn and enjoy learning new things.

*Candidate should have the experience, willingness and ability to work fixed schedules outside of normal business hours, to work holidays and a changing schedule.

*Experience with 24/7 service support policies and procedures.

**Desired Qualifications**
*Demonstrated excellence at maintaining strong working relationships with multiple clients, organizations, customers, management, and peers.

*Experience continually improving the organization’s capability, effectiveness, and reputation.

*Experience in project management.

*Knowledge of outside plant engineering, construction, and splicing of fiber optic networks.

*Experience with Salesforce.com.

*Experience working with higher education, K-12 educational institutions, libraries, research institutions and other public sector non-profit organizations a plus.

**U-M EEO/AA Statement**
The University of Michigan is an equal opportunity/affirmative action employer.
**Contracts & Grants Manager (#83622): School of Dentistry**

**How to Apply**

A cover letter is required for consideration for this position and should be attached as the first page of your resume. The cover letter should address your specific interest in the position and outline skills and experience that directly relate to this position.

**Responsibilities***

Manage the research administrative processes for the School of Dentistry Contracts and Grants Service Center. This includes all pre- and post-award activities for basic and clinical research. Establish, maintain, and/or improve workflow processes and communications with faculty and staff both inside the school as well as other departments and schools across campus, to create a continuously-improving team-based research administration process. Advise faculty PI's on the most effective way to submit timely, quality proposals with appropriate approvals. Provide compliance/oversight by reviewing proposals for submission to sponsor, as well as monitoring award budgets and spending. Provide guidance and counsel regarding the stewardship of sponsor research funds. Liaise with other Dentistry Service Center managers and staff, department and unit managers/staff, and ORSP for all grant related functions.

Hire, supervise, and evaluate (5) research administrative staff. Interview, select, and oversee training of employees. Establish and adjust pay rates and hours of work; plan and direct their work; appraise productivity and efficiency for the purpose of recommending promotion or other changes in employee status; handle complaints and grievances and discipline when necessary. Work to prevent and/or resolve faculty/staff conflict. Assist with fiscal year budget projections for departmental research. Be an active member of the School's financial/administrative leadership team. Interact with senior management, Deans and Directors.

**Required Qualifications***

Bachelor degree and 5 years of experience with contract and grant knowledge, or an equivalent combination of education and experience. At least three years of supervisory experience. Ability to work independently under pressure and tight deadlines. Experience administering government-funded grants and contracts, specifically NIH. Experience with budgeting, forecasting, and financial analysis. Excellent oral and written communication skills. Strong organizational skills, attention to detail and accuracy. Excellent interpersonal skills. The ability to work as part of team or individually in a multi-tasking environment. Excellent attendance record.

**Desired Qualifications***

Working knowledge and experience with University of Michigan eResearch Proposal Management and Financial Management systems.

**Work Locations**

This position is for the School of Dentistry located at 1011 N University Ave.

**Background Screening**

The University of Michigan conducts background checks on all job candidates upon acceptance of a contingent offer and may use a third party administrator to conduct background checks. Background checks will be performed in compliance with the Fair Credit Reporting Act.

**Mission Statement**
The mission of the University of Michigan is to serve the people of Michigan and the world through preeminence in creating, communicating, preserving and applying knowledge, art, and academic values, and in developing leaders and citizens who will challenge the present and enrich the future. The University of Michigan is committed to foster learning, creativity and productivity, and to support the vigorous exchange of ideas and information, not only in the classroom but in the workplace by: - Creating a work environment in which people treat each other with respect and dignity, regardless of roles, responsibilities or differences. -Providing support, direction and resources enabling us to accomplish the responsibilities of our jobs and to reach the goals that are set for professional and personal growth.

Application Deadline
Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled anytime after the minimum posting period has ended.

U-M EEO/AA Statement
The University of Michigan is an equal opportunity/affirmative action employer.

Apply Now
(link opens in new window)

JOB DETAIL

Job Opening ID
83716

Working Title
Senior Director for Benefits

Job Title
Benefits Top Executive

Work Location
Ann Arbor Campus
Ann Arbor, MI

Full/Part Time
Full-Time

Regular/Temporary
Regular

FLSA Status
Exempt

Organizational Group
Univ Human Resources

Department
HR Benefits Office

Posting Begin/End Date
6/20/2013 – 7/20/2013

Salary
$130,000.00 – $170,000.00

Career Interest
Human Resources

Senior Director for Benefits (#83716): University Human Resources

Job Summary
The University of Michigan is seeking candidates for the position of Senior Director for Benefits to strategically plan and direct University of Michigan benefit programs that support the diverse needs, maximize flexibility and enable choice to support recruitment and retention of highly productive faculty, staff, student employees, and retirees. The Senior Director for Benefits oversees an operation that provides health care coverage and a broad array of other benefits to more than 90,000 employees, retirees and their families. S/he will lead a multi-year strategic benefit planning process, direct the expert teams, clinical and policy advisors and plan managers who are involved in the
complex administration of all U-M plans. S/he must be deeply skilled at assessing the financial effectiveness of plans as well as determining the employee impacts and business implications of any plan changes or regulatory requirements.

**Responsibilities***

**BASIC FUNCTION AND RESPONSIBILITY**
* To integrate benefit programs with the University’s commitment to a culture of health
* To support and enhance the missions of the University through effective stewardship of our employee-centered benefit programs

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**
* Recommend and advise leadership on the development, implementation and revision of programs, policies, regulations and procedures; involve constituents and stakeholders in the development of proposed changes when appropriate
* Leverage University relationships as a large employer with a world-class health system and assess national, regional, state and local health care reform in collaboration with expert faculty, staff and health care stakeholders
* Provide thought leadership on best practices; conduct national, regional, and peer benchmarking studies; identify trends and best practices through data analysis; align program offerings with institutional goals and human resource strategy
* Shepherd the internal university planning process to successful decision making
* Direct the development of goals and objectives for the unit; direct the formulation of Benefits Administration Office policies, decisions, systems, priorities, and strategies
* Review and evaluate quality of services and operation of unit activities and support systems, and implement changes to improve and maintain the effectiveness of operations; manage internal controls; design work flow and organizational alignment
* Prepare budget recommendations and monitor and control unit expenditures; allocate resources appropriately
* Collaborate, establish and sustain effective partnerships with Health and Well-Being Services, Risk Management, Procurement, Contracting, the Office of the Vice President & General Counsel, researchers, Health System senior leadership and other internal and external relationships
* Collaborate with Information and Technology Services to maximize and leverage the use of technology
* Initiate regular meetings with leadership to consider annual and multi-year planning and special project opportunities; implement related decisions assuring effective project management that delivers high-quality results
* Prepare periodic and special reports on trends, forecasting, programs, costs and activities
* Prepare and present proposals and executive reports to university senior leadership
* Counsel faculty, staff, retirees and dependents regarding the application of human resource policies and contract provisions
* Provide accurate and timely financial analysis
* Direct vendor negotiations and outsourcing management
* Annually report progress against plan including key performance indicators that support decision maker and customer understanding of program quality, cost and value
* Serve as vice-chair of the Medical Benefits Advisory Committee, coordinate and plan the agenda with the chair, and consult on topic discussions and committee membership
* Oversee and enable an ongoing de-identified database of all UM health plan enrollees to allow appropriate data analysis to inform policy decisions

**Required Qualifications***
NECESSARY QUALIFICATIONS
* Masters degree is highly desirable; bachelor’s degree in business administration, public health or related field, or an equivalent combination of education and experience
* Substantial progressively responsible experience in benefits program strategic, operational and tactical planning, financial analytic and interpretive ability, project management, program and evaluation development, implementation and administrative leadership skills
* Skilled communicator to diverse audiences, including executives, faculty, retirees, staff, student employees, health professionals, union leadership and vendors
* Considerable knowledge of regulations in the benefits arena

Desired Qualifications*

DESIRED QUALIFICATIONS
* Experience in administering benefit programs in higher education and health care
* Knowledge of federal and state health reform
* CEBS certification

Additional Information
General direction is received from the Associate Vice President for Human Resources.

SUPERVISION EXERCISED
Vision setting, strategic planning, operational planning direction, and functional and administrative supervision is exercised over managerial and professional staff

U-M EEO/AA Statement
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