

# Well-Being & Benefits Generalist

**PeopleSoft Job Code / Title:** 6892 / Well-Being & Benefits Generalist  
**Department / Subdepartment:** Well-Being & Benefits  
**Organizational Relationship:** Reports to Level 3 or above  
**FLSA Status:** Nonexempt  
**UCM Level:** Level 2  
**Last Updated:** 1/31/2025

## Department / Subdepartment Overview

The core mission of the Well-Being & Benefits department is to design programs that support the health and well-being of lawyers and staff (clients).

## Role Overview

The Well-Being & Benefits Generalist is responsible for assisting the Well-Being & Benefits department with a variety of responsibilities regarding specific benefits tasks and projects to ensure the services, goals and objectives of the department are met. Additional responsibilities include being a centralized resource for attorneys and staff by using knowledge of the firm's benefits programs and policies to answer questions, facilitate enrollments, and monitor life event changes for benefits purposes.

## Essential Duties and Key Responsibilities

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

1. Monitors the department telephone line and e-mail inbox to respond to benefits-related questions and service issues from attorneys and staff
2. Conducts virtual new hire orientations for associates and staff across all US offices
3. Acts as a centralized point of contact and responds to questions regarding firm benefits, including the investigation and settlement of insurance claim disputes
4. Promotes the value added benefits of the firm with a goal of increasing awareness and participation
5. Educates participants by providing clear and complete information in accordance with group policy, terms and conditions
6. Advises management of observed trends, unanswered requests, potential problems or critical issues in order to troubleshoot problem areas before they escalate and interfere with benefits efforts
7. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Knowledge, Skills & Abilities

- Knowledge of the terms and conditions of health and welfare plans to ensure the proper administration by insurers and vendors
- Ability to work in a team environment with a strong customer service focus
- Appropriately handles confidential and sensitive information with discretion

## Position Specifications

### Typical Experience

- A minimum of three years' relevant experience preferred

## *Education*

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

## **Working Conditions and Physical Demands**

- Frequently move (e.g., walk) around the office
- Occasional travel, including both domestic and international travel, may be required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- 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.