

Well-Being & Benefits Manager

Department: Well-Being & Benefits

Organizational Relationship: Reports to the Associate Director of Well-Being & Benefits

FLSA Status: Exempt

Last Updated: March 15, 2024

General Summary:

The Well-Being & Benefits Manager supports the firm by using their experience and understanding of the regulatory and competitive market landscape for strategic planning, implementation, and administration of the Well-Being & Benefits Department's goals and objectives. The Manager is responsible for the day-to-day operation and administration of all health, welfare and well-being programs, and development of new programs to expand the firm's well-being platform. They provide guidance and advice to office leadership to build engagement in the firm's resources across offices, Affinity Groups, administrative teams, practice groups and other constituencies. The Manager works directly with the Well-Being & Benefits team to develop, evaluate, communicate, implement, maintain, and report on various initiatives.

Essential Duties and Responsibilities:

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

1. Collaborates with global management team regarding the department's strategic initiatives, budget, and managing external vendors; strategizes with management to refine current offerings and develop new resources and programs
2. Develops and maintains strong, interactive relationships with key members of office leadership in an effort to identify needs and interests of local offices
3. Develops and maintains strong partnerships with outside consultants and providers; works closely with vendor partners in the bespoke design and cost structure of new programs and annual renewals; evaluates and strategically recommends enhancements, changes, and rates and contribution structures as needed and based on the local market practice
4. Identifies providers and experts with whom to partner on developing bespoke health and well-being programs
5. Works with the firm's global well-being team on the development and implementation of new and special projects, with an emphasis on mental health, and actively develops and manages initiatives from conception through implementation
6. Engages with lawyers and staff by providing support during the various stages of employee lifecycle (on-boarding, life events, annual, enrollment, off-boarding, etc.)
7. Facilitates presentations to educate lawyers and staff and promote the firm's benefit and well-being programs

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8. Administers approved new plans/programs and changes as well as renewals by preparing announcement material and other collateral for attorneys and staff; revises and reissues all communications material regarding programs when appropriate; leads efforts to provide ongoing engagement to promote the firm's programs
9. Prepares benefit documentation such as original and amended plan texts, contract agreements, and insurance policies; instructs insurance carriers and other administrative agencies outside the firm to effectuate program changes
10. Ensures firm compliance with provisions of local governmental regulations and fillings; reviews and analyzes changes to local laws pertaining to benefits, and reports necessary or suggested changes to management
11. Handles escalated inquiries and issues related to programs and budget projections to ensure quick, equitable resolution
12. Performs research on various areas of the firm's programs including reviewing premium payments, tracking benefits costs, and analyzing trends to ensure competitiveness
13. Analyzes, researches, and presents cost analysis and studies to support decision-making, and works with management to develop, redesign, and implement firm programs
14. Supports the HC&T Department and designated Lifestyle Resource Navigator (LRN) who acts as a centralized point of contact and responds to questions regarding firm benefits, and well-being programs
15. Advises management of observed trends, potential problems, or critical issues in order to troubleshoot problem areas before they escalate
16. Seeks networking opportunities within the legal, professional services and benefits & well-being markets
17. Develops a deep knowledge of the benefits and well-being field in the legal industry and generally, including staying abreast of new technologies and market/industry trends; conducts market research with advisors / vendor partners in order to make recommendations to management regarding existing and new benefit and well-being plans
18. Coordinates with other areas/departments of the firm where overlap exists, including Global Retirement, Global Tax, Global Mobility, and Partner Services, to develop efficient procedures/communications, streamline processes and satisfy various department needs
19. Coordinates programs, initiatives and relationships with key stakeholders across offices
20. Maintains strong and up-to-date knowledge of firm culture, business goals, policies, and data privacy and security guidelines
21. Completes special projects as needed
22. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- Bachelor's degree or equivalent required

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Work Experience

- A minimum of five years' experience in a global or regional role with an emphasis on employee benefits and well-being programs

Knowledge, Skills & Abilities

- Strong analytical, management, and negotiation skills in order to maintain the firm's competitiveness in recruiting local markets
- Advanced ability to perceive and analyze problems and develops alternative strategies to solve them
- Advanced organizational skills and project management experience required to manage time, multi-task, prioritize effectively, and handle multiple deadlines.
- Excellent follow-up skills
- Excellent leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective management
- Ability to articulate, present to and collaborate with senior management-level executives regarding strategy, policy and procedures
- Well-developed and professional interpersonal skills; with the ability to interact effectively with people at all organizational levels of the firm
- Comprehensive knowledge of the terms and conditions of all benefit practices and well-being programs
- Ability to handle confidential and sensitive information with the appropriate level of discretion
- Ability to work in a team environment with a strong customer-service focus
- Ability to work independently and provide concise and specific recommendations to firm management
- Excellent communication skills, both written and verbal
- Ability to undertake large, long-term projects and to independently develop solutions to problems or challenges that arise along the way
- Knowledge and proficiency in PC applications, including MS Office, as well as with Information Systems, preferably PeopleSoft and ServiceNow

Additional Requirements

- Occasional travel may be required

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

Working Conditions

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.