General Statement of Duties

Administers health and retirement plans for active members. Processes enrollments, answers questions, and interfaces with vendors on claims disputes. Validates and processes payments for benefits billing for all City employees.

Distinguishing Characteristics

This class is part of the Benefits Analyst Job Series. This job series encompasses the following job classifications and a summary of their essential job function is as follows:

- **HR Benefits Analyst**: This job is the first level of a two-level series. The essential function of this job is to administer health and retirement plans for active members, process enrollments, answer questions, interface with vendors on claims disputes, and validate and process payments for benefits billing for all City employees.

- **HR Benefits Analyst Senior**: This job is the second level of a two-level series. The essential function of this job is to establish and maintain relationships with benefit plan vendors and analyze and interpret complex benefits issues.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

None
Essential Duties

Ensures compliance with regulations and internal policies and procedures regarding COBRA insurance, the flexible benefits plan, deferred compensation, transit pass, and other applicable laws/policies.

Stays current with changes in related laws, employee benefit issues, and compliance issues and ensures that procedures are updated to include required changes.

Establishes and maintains effective working relationships with multiple benefit plan vendors and serves as a liaison between employees and providers in order to handle non-routine questions, resolve problems and misunderstandings, enter emergency enrollment changes, and coordinate the required flow of information and documentation. Educates internal and external customers on benefits information and works to resolve issues as needed.

Performs benefits billing by identifying the amount the city owes each benefit carrier monthly against the carriers’ bill and researches billing discrepancies by reviewing employee records and benefit status changes.

Assists with COBRA billings to employees and reconciles accounts.

Reconciles premium contributions between city billing and vendor exception reports and works with the Controller’s Office to audit and balance accounts to the general ledger. Develops ad hoc benefits reports as needed.

Institutes and maintains processes for the work unit and develops tracking systems for various benefit programs.

Performs other duties as needed.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service – interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes Information, and makes correct inferences or draws accurate conclusions.
**Knowledge & Skills**

Knowledge of benefits administration and federal, state and local employment regulations.

**Education Requirement**

Bachelor's Degree in Business Administration, Human Resources, or a related field.

**Experience Requirement**

Two (2) years of experience in a benefits, payroll, accounting, or human resources environment.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to pressure for multiple calls, inquiries, and interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: perceiving the nature of sound by ear.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
Sitting: remaining in the normal seated position.
Stooping: bending the body by bending the spine at the waist.
Talking: expressing or exchanging ideas by means of spoken words.
Vision Near acuity: ability to see clearly at 20 inches or less.

**Background Check Requirement**

Criminal Check
Education Check
Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
Class Detail

Pay Grade: A-807
FLSA Code: Y
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 3/3/19
Revised By: Greg Thress
Class History: Job Title revision