General Statement of Duties

Establishes and maintains relationships with benefit plan vendors. Analyzes and interprets complex benefits issues while developing and implementing programs and processes to ensure compliance of all phases of benefit eligibility. Interprets and advises city personnel on employee benefit matters as well as educates benefit staff, and employees citywide.

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:

- 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.

- Senior Benefits Analyst: 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 but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communication & Purpose

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

Level of Supervision Exercised

By position, performs lead work and/or supervises human resources staff.
**Essential Duties**

Establishes and maintains effective working relationships with multiple benefit plan vendors.

Develops and processes weekly and bi-weekly Health Savings account payments from employee pay checks to their accounts with the HSA provider.

Analyzes and interprets complex benefit issues while developing and implementing programs and processes to ensure compliance of all phases of benefit eligibility.

Coordinates and negotiates contract administration for CSA, Police and Fire benefit contracts with the City Attorney’s office.

Interprets and advises city personnel on employee benefit matters as well as educates benefit staff, and employees’ citywide.

Assists in the development of communication strategies including Annual Open Enrollment.

Performs other related duties as assigned.

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.

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.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**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
Five (5) years of experience in 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-809
FLSA Code: Y
Management Level: 9
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 2/24/19
Revised By: Blair Malloy
Class History: Updated level of supervision and other minor spec edits.