



Office of Human Resources
HR Benefits Analyst Senior - CA2986
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General Statement of Duties

Performs full performance professional level work to establish and maintain 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 HR Benefits Analyst Job Series. This job series encompasses the HR Benefits Analyst and HR Benefits Analyst Senior. These classes are responsible to administer the city's employee benefits plans in increasing responsibility. These classes are distinguished from other HR job specifications by the specialization of the functional area.

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. Manages and negotiates benefits contract administration for city employees, police and fire between the vendors and the City Attorney's office.

Leads the ongoing system administration of the HR information system benefits modules; designs and performs system testing, table updates, and configuration design for all employee benefit plans. Administers and leads the open enrollment plan changes in systems and oversees routine system upgrades for plan compatibility and refines business processes or other system changes to ensure functionality and accuracy.

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

Acts as the first level in appeals in employee escalations. Has full ability to modify the decision of the lower level staff, within the parameters of federal and state law.

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

Develops and implements communication strategies and strategies including annual open enrollment in collaboration with marketing and communications.

Leads the annual benefit plan design changes leading to open enrollment; obtains necessary approvals for final plan design changes; brings proposals through the city's ordinance process; updates the HR Information System with plan design changes. Collaborates with internal OHR stakeholders, including OHR Marketing and Communications on various communication plans, strategies, messaging, timelines, website updates, and other related materials.

Manages contract approval for each of the department's contracted vendors between their counsel and our city attorney's office; brings proposals through the city's ordinance process.

Prepares and presents complex qualitative or quantitative technical data and information; summarizes modeling, forecasting, and/or costing analyses for recommendations; collaborates with management or other stakeholders to develop modified versions or additional/alternative scenarios; applies requested/agreed-to modifications, conducts additional scenarios, presents results from additional analyses, and provides recommendations and guidance to management on optimal scenario(s).

Develops and conducts training on benefits programs and processes. Prepares job aides, presentations, and other documentation to educate employees and management on benefits programs and self-service functionality.

Consults with management, human resources management or partners, and other stakeholders on benefits issues, including advising on and providing guidance as a subject matter expert on related policies and other governance.

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 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 each year of 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-811

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/30/2020

Revised By: BM

Class History: Updated General Statement of Duties, Distinguishing Characteristics, Guidelines/Decision Making, Essential Duties, and Experience sections.