

CLASS TITLE: BENEFITS ANALYST

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for providing administrative and technical assistance within the Human Resources (HR) Department, supporting information systems work in relation to human resources benefits support operations and performs other related assigned duties.

ESSENTIAL TASKS:

- Creates, maintains and audits benefits systems information
- Runs various reports to audit and implement benefits related changes
- Assists employees with questions regarding health benefits and other ancillary plans, including relevant policy application and provides efficient, prompt and the highest quality customer service possible
- Assists with testing and implementation of benefit system changes and updates
- Assists with projects and/or research providing systems and statistical reports as requested
- Ensures processing/scheduling compliance within policy/contract timeframes
- Works with benefits system end users to ensure accurate transaction processing; develops and delivers user group presentations and support sessions; prepares instructional documents/information
- Pays and tracks bills, prepares invoices, and reconciles financial and benefits records using City processes and procedures
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of progressively responsible HR related administrative experience, including at least one (1) year of experience with comprehensive HR information systems or systems analysis; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and one (1) year employment in the position.

Knowledge, Abilities and Skills: Considerable knowledge of health benefits and related insurance coverage, laws, and regulations; considerable knowledge of word processing, database and/or spreadsheet software packages at the advanced technical level; good knowledge of the methods, practices, policies and techniques of customer service and personnel administration; knowledge of HR information systems relating to benefits; knowledge of methods and techniques of documenting business needs and developing both process and data systems solutions and knowledge of office practices, procedures and associated equipment. Ability to perform research and analysis to reach sound, logical conclusions regarding customer needs and business requirements; ability to assist with projects and/or research while maintaining confidentiality; ability to communicate effectively both verbally and in writing; ability to function in a high volume work environment; ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding;

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 2615

EEO Code: N-02

Pay Code: AT-32

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Group: Clerical and Administrative
Series: Human Resources Management

Effective Date: April 24, 2019