



Office of Human Resources
HR Benefits Analyst – CH2987
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General Statement of Duties

Performs intermediate level human resources benefits professional work to administer employee health and retirement plans. Reviews and approves 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 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.

Essential Duties

Ensures benefits administration compliance with all federal and state regulations and internal policies and procedures regarding COBRA insurance, the flexible benefits plan, deferred compensation, transit pass, and other applicable laws/policies. Fulfills all federal and state reporting requirements including minimum or essential coverage.

Stays current with changes in related laws, employee benefit trends, and compliance and procedures to accommodate 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. Educates internal and external customers on benefits information and works to resolve issues as needed.

Audits and reconciles benefits billing by identifying and requesting the amount the city owes each benefit carrier monthly and researches billing discrepancies. 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. Audits the city's two self-insured funds to ensure all balances are zero.

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

Receives COBRA payments from the COBRA vendor, deposits and reconciles against vendor's account

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.

Develops internal processes to facilitate non-system supported needs.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Two (2) years of experience in a 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 and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Oral Comprehension: Ability to discern the meaning of oral speech.

Sitting: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-08

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 7/30/20 - Updated General Statement of Duties, Distinguishing Characteristics, Guidelines/Decision Making, Level of Supervision, Essential Duties, and Experience sections. 9/8/24 – Revised Job Family/Job Code.