



Office of Human Resources
HR Benefits Analyst Senior - CA2986

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General Statement of Duties

Performs full performance professional level work on employee benefits and wellness plans including 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 and wellness plan eligibility. Interprets and advises city personnel on employee benefit wellness matters as well as educates benefits and wellness 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.

Essential Duties

Establishes and maintains effective working relationships with multiple benefit or wellness 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 and wellness matters (programs, policies, eligibility, requirements, etc.) as well as educates benefits and wellness staff, city leaders, and employees citywide. Liaises with vendors to schedule trainings, promotes and organizes events or trainings. Collects program feedback to adjust strategy.

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

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

Leads the annual benefit and wellness 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 the city attorney's office; brings proposals through the city's ordinance process.

Recommends and leads wellness interventions by requesting and analyzing data from various sources, including the insurance carrier, the HRIS system and the wellness portal vendor by department. Consults with agency management to determine wellness metric to impact through wellness. Researches wellness interventions to impact different wellness metrics

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

Advises and 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.

Manages annual wellness budget from multiple fund sources including insurance providers and grants. Obtains grants and ensures grants are executed appropriately under city requirements and distributes funds. Evaluates program spending to ensure it is line with programmatic requirements or guidelines.

Leads the wellness champion volunteer network of agency wellness representation to deliver wellness programming. Recruits and trains agency wellness champions and provides regular ongoing support. Performs other related duties as assigned.

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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.

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.

Level of Supervision Exercised

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

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 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-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 1/22/2021

Revised By: BM

Class History: 1/22/2021 – Updated General Statement of Duties and Essential Duties.

7/30/2020 - Updated General Statement of Duties, Distinguishing Characteristics, Guidelines/Decision Making, Essential Duties, and Experience sections.