

## CITY OF GLENDALE

<b>TITLE:</b>	<b>Benefits Analyst</b>	<b>CLASS CODE:</b>	<b>239</b>
<b>REPORTS TO:</b>	<b>Deputy Human Resources Director</b>	<b>GRADE:</b>	<b>27</b>
<b>DEPARTMENT:</b>	<b>Human Resources</b>	<b>FLSA:</b>	<b>E</b>

**JOB SPECIFICATION DATE: October 14, 2011 cm**

### **JOB SUMMARY**

The fundamental reason this classification exists is to perform professional assignments and tasks in the administration of the City's Employee Benefits Programs. These programs include multiple medical, dental, vision and life insurance plans, deferred compensation, service awards, and health and dependent care flexible spending account programs. Technical knowledge of a variety of employee and retiree benefit programs, contract compliance, claims processing and resolution, and program development and presentation is required. The Benefits Analyst may exercise supervision over paraprofessional and/or support staff.

### **ESSENTIAL FUNCTIONS**

1. Participates in and may coordinate activities related to all aspects of employee benefits for city employees and retirees.
2. Interprets insurance carrier contracts.
3. Answers employees', dependents', retirees', and providers' questions and resolves problems regarding the requirements and provisions of benefit programs.
4. Advises employees, retirees, and dependents regarding City provided benefit programs.
5. Drafts correspondence to employees, dependents, retirees, providers, and carriers
6. Coordinates and conducts various benefit program information and enrollment sessions for employee and retirement groups.
7. Assists employees, dependents, and retirees in the completion of various benefit forms.
8. Documents and updates benefits files; monitors payments and eligibility; processes changes; reviews and approves claims/applications; compiles and evaluates data; investigates routine complaints and allegations.
9. Designs, coordinates, presents and/or assists in citywide wellness initiatives.
10. Coordinates communication of overall benefits plans and services, including website, new hire benefits orientations, printed materials and compliance requirements.
11. Identifies issues and practices in assigned areas that may impact and/or conflict with Human Resources or other City policies; coordinates departmental responses and resolves potential problems.
12. Develops programs, policies and practices related to assigned areas; may prepare reports and make recommendations to initiate new programs or improve existing programs; implements as directed.
13. Researches and reviews current legislation related to assigned areas; makes recommendations to Human Resources leadership on courses of action.
14. Conducts special projects and research as assigned; coordinates related activities with other departments and City staff.
15. Researches new programs, practices, techniques and trends in the field of employee benefits management; attends and participates in local and state professional meetings and committees; stays informed of new trends and innovations in the field of human resource management.
16. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Principles and practices of employee benefits administration
- Claims processing and payment functions
- Research techniques
- Supervisory practices
- Comprehensive employee benefit programs, including flexible benefit programs
- Local, state and federal laws and regulations governing human resource functions such as FMLA, COBRA, FLSA, HIPAA, etc.
- Research and data analysis methods and techniques
- Pertinent Federal, State and local laws, codes and regulations

### **Ability to:**

- Prepare clear and concise administrative reports
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Use a computer and related software applications
- Explain complex programs in simple, non-technical language
- Research, analyze and evaluate new service delivery methods and techniques
- Communicate clearly and concisely, both orally and in writing with employees, retirees, or members of the public in face-to-face, one-on-one or group settings, and by using the telephone
- Perform a broad range of supervisory responsibility over others
- Work cooperatively with other City employees, retirees, and dependents
- Effectively manage multiple and changing priorities
- Lift and move objects and materials weighing up to 30 pounds

## **WORKING CONDITIONS**

Office setting. May include some exposure to field environments.

## **MINIMUM REQUIREMENTS**

Bachelor's degree in Human Resources, Management, Public or Business Administration, or a related field and three years of progressively responsible paraprofessional and professional level experience in employee benefits/insurance programs, contract interpretation and claims resolution.

Any equivalent combination of training and experience that provides the required knowledge, skills and abilities is qualifying.

## **SPECIAL REQUIREMENTS**

Valid Arizona driver's license