



City of Phoenix BENEFITS ANALYST II

JOB CODE 05380

Effective Date: 04/95

DISTINGUISHING FEATURES OF THE CLASS:

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 are administered through the Personnel Department and include multiple medical, life and dental insurance plans, child care, 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 is a lead class and is further distinguished from the Benefits Aide class by the degree of independent action, broadened scope of responsibilities and complexity of tasks and decisions required. The incumbent may exercise supervision over Benefits Aides and other support staff. An employee in this class works under the general supervision of the Employee Benefits Supervisor. Work is evaluated on the basis of results obtained.

ESSENTIAL FUNCTIONS:

- Interprets insurance carrier contracts;
- Answers employees', dependents', retirees', and providers' questions and resolves problems regarding the requirements and provisions of benefit programs;
- Resolves insurance claim discrepancies;
- Advises employees, retirees, and dependents regarding City provided benefit programs;
- Drafts correspondence to employees, dependents, retirees, providers, and carriers;
- Updates and revises benefit program Administrative Regulations regarding administration of the City's benefits program;
- Coordinates and conducts various benefit program information and enrollment sessions for employee and retirement groups;
- Works with providers to ensure proper employee insurance coverages;
- Assists employees, dependents, and retirees in the completion of various benefit forms;
- Performs research, collects and analyzes data on such subjects as claims and fraud;
- Maintains regular and reliable attendance;



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- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Comprehensive employee benefit programs, including flexible benefit programs.
- Federal Government COBRA and its ramifications.
- City of Phoenix benefit Administrative Regulations and eligibility provisions.
- Principles and practices of employee benefits administration.
- Claims processing and payment functions.
- Research techniques.
- Supervisory practices.

Ability to:

- Interpret a variety of computer generated reports.
- Communicate orally in the English language with customers, clients, or public in face-to-face, one-on-one or group settings, and by using the telephone.
- Gives effective large group presentations.
- Remain in a sitting position for extended periods of time.
- Explain complex programs in simple, non-technical language.
- Interact tactfully and courteously with the public to establish cooperation and maintain an effective public image.
- Understand and follow oral and written instructions given in the English language.
- Produce documents written in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training session.
- Make informational inquiries from a terminal, PC or other keyboard device.
- Perform mathematical calculations in computing rates, premiums, and adjustments.
- Perform a broad range of supervisory responsibility over others.
- Work cooperatively with other City employees, retirees, and dependents.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:



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- Some positions require the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience with employee benefits/insurance programs, contract interpretation and claims resolution, and a bachelor's degree in personnel or business administration, or a related field. Other combinations of experience and education which meet the minimum requirements may be substituted.