



City of Phoenix

BENEFITS ANALYST I

JOB CODE 05390

Effective Date: Rev. 04/07

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 life and dental insurance plans, child care, deferred compensation, service awards, and medical and dependent care flexible spending account programs. Work involves the application of technical knowledge and personal judgment to a variety of employee and retiree benefit programs, contract compliance, claims processing and resolution, and program presentation. A Benefits Analyst I is allowed considerable initiative and judgment, and the class is distinguished from the Benefits Aide class by the paraprofessional/clerical bias of the lower class. It is distinguished from the Benefits Analyst II by the complexity/sensitivity of the work assigned to the higher class. Work is normally reviewed for completeness and accuracy by results obtained and the evaluation of reports and conferences with the Benefits Supervisor or Deputy Personnel Director.

ESSENTIAL FUNCTIONS:

- Answers employees', dependents', retirees', and providers' questions and resolves problems regarding the requirements and provisions of benefit programs;
- Researches insurance claim discrepancies and makes recommendations for resolutions;
- Advises employees, retirees, and dependents regarding City provided benefit programs;
- Drafts correspondence to employees, dependents, retirees, providers, and carriers;
- 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;



City of Phoenix

- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Comprehensive employee benefit programs, including flexible benefit programs.
- Federal Government COBRA and its ramifications.
- Principles and practices of employee benefits administration.
- Claims processing and payment functions.
- Research techniques.

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 on-the-job training.
- Make informational inquiries from a terminal, PC or other keyboard device.
- Perform mathematical calculations in computing rates, premiums, and adjustments.
- Work cooperatively with other City employees, retirees, and dependents.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- 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 does not have personal insurance coverage.



City of Phoenix

- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

A bachelor's degree in personnel or business administration, or a related field, and six months of experience at a paraprofessional or professional level in employee benefits/insurance programs, contract interpretation and claims resolution. Other combinations of experience and education which meet the minimum requirements may be substituted.