

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

## CLASS SPECIFICATION

12-13-18

BENEFITS ANALYST, 9108

**Summary of Duties:** Performs professional benefits administration work by assembling, analyzing, and interpreting data and by preparing correspondence and reports with recommendations to management on diverse retirement benefits administration activities, issues, and problems; researches, resolves and processes retirement benefit claims and inquiries for members and their beneficiaries; provides written and oral responses to retirement inquiries, claims and requests for information; advises and counsels members, and beneficiaries on available benefits; initiates, compiles, calculates, and processes adjustments and manual payments; interacts frequently with staff and provides technical direction, guidance and training to other benefits administration staff; consults with plan providers, department representatives and other agencies; administers and evaluates employee benefit and retirement related contracts; and conducts benefits and retirement related workshops and presentations. May provide supervision, technical assistance, training, or act as a lead worker to staff involved in providing benefits-related services; assists with associated general administrative tasks and performs related work.

**Class Characteristics:** A Benefits Analyst is employed by those departments whose work consists of administering benefits or retirement related programs. Benefits Analysts are expected to have prior work experience related to the administration of benefits and retirement programs. Supervision received consists primarily of a review of the results of an employee's work, and is reviewed by a supervisor who maintains overall responsibility for the assignment. Incumbents may be appointed to positions that perform the relatively more difficult assignments and may assume full or lead supervisory responsibility for the work of other staff members. May act as a lead other Benefits Analysts engaged in such assignments.

An employee in this class is distinguished from a Senior Benefits Analyst by the scope of supervision involved; the relative difficulty, sensitivity, or complexity of assignments; and by the fact that there are generally fewer guidelines or precedents on which to base the work assigned at the Senior level.

**Examples of Duties:** A Benefits Analyst:

- Provides written and oral information to members, retirees, medical/dental insurance providers and other interested parties regarding active and retired employee health and welfare, retirement, and disability benefit programs;
- Advises and counsels members, retirees, and surviving spouses or domestic partners on available benefits, pursuant to rules and regulations of the Los Angeles City Employees' Retirement or Fire and Police Pensions systems, federal and state laws, and the Internal Revenue Code;
- Processes and/or reviews claims, and disburses benefits for the Los Angeles City Employees' Retirement or Fire and Police Pensions systems;
- Initiates, compiles, calculates, and processes adjustments to member records, including salary and service credits, premium receivables and medical claim histories;

- Analyzes, researches, reconciles, and resolves various member problems related to membership, benefit eligibility, premiums, benefits claims and/or medical claims accounts;
- Interacts frequently and provides training when necessary to subordinate staff engaged in membership enrollments, terminations, accounts receivable, collection, and medical claims adjudication;
- Consults with plan providers and department representatives regarding the member's status;
- Conducts workshops for potential retirees and new hires regarding benefits, plans, costs, etc., and assists with the completion of required paperwork. Gives presentations at departmental orientations;
- Planning and implementing benefits and retirement program related strategic initiatives to achieve the goals of the Department;
- Preparing Board reports; and presenting benefits and retirement program related recommendations to the Board and/or management;
- Assembles, compiles, analyzes, and prepares benefits and retirement related statistical and written reports to management
- Participates as a benefits and retirement program subject matter expert in a variety of forums including meetings with other City entities, information exchanges with other public pension systems in the form of responding to surveys and attending round-table discussions, or in the upgrade or development of supporting benefits or pension related computer systems;
- May supervise or act as lead worker over other professional, administrative, or clerical personnel assigned to support the benefits administration activities of the Department;
- Oversees accuracy of staff work related to eligibility determination, benefit vesting, benefit calculation, management of participant data, Member counseling, benefit payroll and check delivery, customer service, and other post-employment benefits; and
- Incumbents may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

## **QUALIFICATIONS:**

### **Knowledge of:**

- Administration of employee benefits programs, including retirement, health, disability, and dental programs;
- Interrelationships between benefits program;
- Organization, policies, procedures, and functions governing defined benefit plans;
- Basic federal and state laws and trends establishing and controlling defined benefit plans, retirement benefits, defined contribution plans or other post-employment benefits;
- Benefit calculations;
- Benefits counseling techniques;
- Medical and legal terminology, where applicable;
- Active and retired health benefits administration practices and policies;
- Data processing and computer-based systems capabilities as they relate to benefits and/or pension administration functions and objectives;
- City Charter and Administrative Code provisions, and City Attorney opinions, related to defined benefit retirement systems and benefits or defined contribution plans;
- Safety principles and practices;
- Office management procedures and practices;
- Laws and regulations related to equal employment opportunity;
- City's Employee Relations Ordinance and Memoranda of Understanding as they apply to subordinate personnel and to Department personnel administration in general, and;
- Federal, State, County, and City interrelationships.

**The ability to:**

- Analyze and evaluate data thoroughly and soundly;
- Prepare and present oral and written reports and recommendations clearly, concisely, accurately, logically, and convincingly;
- Work independently and complete assignments from only general instructions;
- Communicate and deal tactfully, persuasively, and effectively with department management, supervisors, other employees, subordinates, members, and individuals outside of City service.
- Prepare and interpret benefits related statistical computations, charts, and graphs;
- Effectively investigate and analyze complex problems in benefits administration;
- Efficiently obtain, order, and interpret information stored in a computerized data system and various software applications.

**MINIMUM REQUIREMENTS:**

1. One year of full-time paid professional experience as a Management Assistant or in a class at that level performing duties in the analysis and administration of employee benefits or retirement programs; **or**
2. Two years of full-time paid experience as a Management Aide with the City of Los Angeles performing duties in the analysis and administration of employee benefits or retirement programs; **or**
3. Three years of full-time paid experience as a Benefits Specialist with the City of Los Angeles.

**License:**

A valid California driver's license may be required.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonable accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.