



THE CITY OF LOS ANGELES

CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

12-13-18

SENIOR BENEFITS ANALYST, 9109

Summary of Duties: A Senior Benefits Analyst plans and directs the work of professional and clerical staff engaged in the administration of benefits and retirement programs; personally performs the more difficult and complex work; implements statutory and regulatory compliance requirements relating to benefits and retirement plan administration; administers benefits and retirement plan related contracts; plans, coordinates, and implements the strategic plan within an assigned Division; represents the Department before the Retirement Plan Commission and various agencies; supervises a major unit or section of professional and clerical staff in an operating department; may act as the assistant head of a major operating division; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills equal employment opportunity responsibilities; and does related work.

Class Characteristics: A Senior Benefits Analyst personally performs the more difficult and complex assignments in benefits and retirement administration or supervises a staff of professional personnel engaged in such work. Assignments are received in terms of broad objectives or solution of complex problems; and incumbents receive minimal direct supervision, their work being subject to review in terms of adherence to policy and general soundness rather than methods employed. A Senior Benefits Analyst is expected to have experience in most aspects of a benefits or retirement related program and exercise independent judgment in the performance of their job duties. A Senior Benefits Analyst may be assigned to special projects or as a supervisor of a major program or section.

Examples of Duties:

- May supervise professional and clerical staff engaged in medical, dental, and disability insurance activities or retirement program activities;
- Plans, implements, and supervises special projects within an assigned Division;
- Reviews and investigates more complex and difficult cases of an assigned program area;
- Trains and orients new employees in work procedures, member relations, and departmental procedures and policies;
- Assists staff in answering questions or making eligibility determinations on the more difficult and/or controversial retirement benefits or health claims;
- Reviews and implements operational procedures and legislative changes relative to the benefits program;
- Applies existing City Charter and Administrative Code provisions related to the benefits program;
- Assembles and compiles or may direct the work of staff engaged in preparing benefits and retirement program related statistical data and written reports for management;

- Contacts City departments, employees, employee representatives, other government agencies and various private entities to furnish and/or obtain information on specialized employee benefit matters;
- Plans, coordinates, and implements the strategic plan within an assigned;
- Directs, reviews, and approves staff work in creating and revising member forms, brochures, webpage content and other forms of member communication relevant to the unit; and,
- Performs related duties and responsibilities as assigned.
- Reviewing, analyzing, and implementing statutory and regulatory compliance requirements related to benefits and retirement plan administration;
- Evaluates and recommends changes to program administration to better address organization needs and changing environment; and

Employees 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 programs;
- Federal and state laws and trends applicable to health or retirement employee benefit programs;
- Benefit calculations;
- Investigative and reporting techniques;
- Benefits counseling techniques;
- Medical and legal terminology, where applicable;
- General administration in the areas of contracts administration and strategic planning;
- 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:

- Supervise and evaluate professional and clerical staff engaged in benefits administration activities;
- Read and interpret pension or health service regulations and guidelines;
- Analyze numerical data and develop reasonable conclusions or make recommendations based on the data;
- Obtain and disseminate accurate, detailed information;
- Investigate and analyze complex problems in benefits administration;
- Obtain, order, and interpret information stored in a computerized data system and various software applications;
- Understand and follow oral and written instructions;
- Communicate clearly, concisely, tactfully, and effectively, both orally and in writing, directly to individuals as well as publicly to groups of members or other stakeholders;

- Conduct effective interviews;
- Establish and maintain positive work environment and professional networks;
- Set priorities and organize work in order to accomplish assigned tasks.

MINIMUM QUALIFICATIONS

1. Two years of full-time paid experience as a Benefits Analyst with the City of Los Angeles or in a class at that level which provides experience in retirement benefits program administration; **or**
2. Graduation from an accredited four-year college or university **and** three years of full-time paid professional experience in benefits or retirement program administration.

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 reasonably accommodate the limitation.

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.