



## **BENEFITS SYSTEMS ANALYST, LEAD**

### **DEFINITION**

Under general direction, performs complex and varied administrative, professional, and confidential work in support of benefits administration and programs for active employees and retirees; serves as system administrator for the District's benefits information system; participates in the development, testing, implementation, and post-implementation review of benefits related projects; serves as first point of contact for internal systems-related or data issues; performs research and analysis; provides consulting services to District departments related to all aspects of benefits programs and activities; provides specialized and complex assistance and support to the Vice Chancellor of Human Resources and Equal Opportunity for benefits negotiations; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory and managerial staff. Provides technical and functional direction and training to assigned staff.

### **CLASS CHARACTERISTICS**

This is a professional classification that analyzes and makes independent recommendations regarding the solution of complex problems related to the design, development, implementation, and administration of employee benefits programs. Incumbents provide a professional-level resource for organizational, managerial, and related analyses and studies. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Benefits Specialist by the scope of professional work performed in benefits administration and administration of benefits information systems; the Benefits Systems Analyst also serves as lead trains and provides work direction to assigned classified and casual employees in the operations, policies, and procedures of the department.

Employees in this classification are designated as "confidential employees" as this term is used within the Educational Employment Relations Act (EERA), 3540.1(c). As such, employees in this classification assist management personnel with developing collective bargaining proposals and/or have regular access to information which contributes to the development of management's collective bargaining positions and/or labor relations strategies.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Analyzes work process design, flow, and business demands and determines technical requirements to meet data management needs, improve processes, leverage return on technical capabilities, and support business initiatives; evaluates data and information, proposes action and project consequences, formulates alternatives, and makes appropriate recommendations for changes.
- Builds complex databases and queries to be used in the performance of daily activities, audits, and/or other areas of operations related to benefits administration; continuously monitors and ensures

accuracy and integrity of data, databases, and reports; provides information system support for benefits programs.

- Researches and develops technical system documentation that align with overall effectiveness and efficiencies of department function; oversees the setup and ongoing maintenance of benefits modules of the District's information system.
- Administers benefits programs by serving as a resource for information regarding benefit plans, policies, and procedures; interprets employee benefit plan documents, state statutes, federal legislation, program rules, regulations, policies, and procedures; handles inquiries on the telephone and in person; answers questions and provides information requiring independent judgment and knowledge and interpretation of broad rules, regulations, and policies; resolves complaints and refers customers to other staff and/or resources as appropriate.
- Provides data for internal/external auditing and prepares metrics reporting to ensure program compliance with established legal requirements such as the Affordable Care Act; identifies and resolves issues that may impact compliance results.
- Acts as the primary contact for online benefits system; troubleshoots and resolves vendor interface issues and system errors.
- Partners with Educational Technology Services (ETS), payroll, accounting, and budgeting to ensure proper maintenance of system operations and new functionality; helps to define, design, document, and implement solutions for the improvement of productivity and efficiency with benefits and human resources programs; and builds project plans, ensures adherence to project schedules, sets technology priorities, and conducts long-term planning of benefit modules and programs.
- Assists management in the planning, design, analysis, and implementation of new benefits programs, policies, and procedures to accommodate legislative changes; develops and monitors operational procedures to enhance workflow and program effectiveness; researches, analyzes, and recommends changes in benefit program design and contract provisions.
- Conducts research and analysis in support of the benefits administration, collective bargaining process, and financial reporting; provides technical support to the Vice Chancellor of Human Resources and Equal Opportunity for benefits negotiations.
- Prepares or assists in the preparation of monthly, quarterly, and year-end benefits, legal, summary, and technical reports, as directed; creates customized reports as requested.
- Creates, reconciles, and maintains data files transferred from the District's information system to third-party vendors and vice versa.
- Serves as lead to other benefits staff; trains and provides work direction on the operations, policies, and procedures of the department; assists in the hiring and evaluation process as requested.
- Assists in overseeing annual open enrollment planning and processes; disseminates written correspondence regarding benefits programs/changes and open enrollments; prepares reports, presentations, and other pertinent documentation.
- Makes presentations to District personnel as needed.
- Serves as back-up administrator of the department in the Benefit Manager's absence; keeps appropriate Benefits Manager abreast of problems that may arise.
- Remains current on related laws, regulations, technologies, and practices affecting all aspects of assigned areas of responsibility.
- Acts as an administrative liaison to service providers and external program administrators.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and techniques of human resources in a public agency setting, including benefits analysis and administration; and employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Operations, services, and activities of a comprehensive employee benefits program including enrollment, eligibility, and claim processing.
- SunGard Banner or other HRIS computer systems.
- Advanced quantitative, analytical, and personal computing skills.
- Data management concepts and structures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Complex arithmetic and statistical techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

### **Ability to:**

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Conduct complex research projects on benefit topics, evaluate alternatives, and make sound recommendations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Work independently with little direction.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, computer science, or a related field, and three (3) years of professional experience in business process analysis, systems planning, or budget and benefits administration, including payroll and accounting analysis and use of benefits administration information systems.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C5-16

**FLSA:** Non-Exempt

**EEO Code:** H-30

**Board Approved:** April 2021