



**BENEFITS SYSTEMS ANALYST, LEAD**

**SALARY GRADE:** [C5-13](#)

**DEFINITION:**

Under the general direction of the Benefits Manager, perform a variety of highly complex administrative, technical and analytical work in support of benefits administration and programs for active employees and retirees. Assist in the administration of all benefits related modules of the District's information system; participate in the development, testing, implementation and post production review of benefits related projects; serve as first point of contact for internal systems related or data issues. Serve as a lead and train and provide work direction to assigned classified and casual employees in the operations, policies and procedures of the department. Provide specialized and complex assistance and support to the Vice Chancellor of Human Resources & Equal Opportunity for benefits negotiations.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Analyze business demands and determine technical requirements to meet data management needs and to support business initiatives; build complex databases and queries to be used in the performance of daily activities, audits and/or other areas of operations within benefits; ensure integrity of databases and provide information system support for benefits program.
2. Create customized reports using Data Management Query applications to provide to management on benefits plans, analyze employee movement and provide trending analysis; create and monitor data files transferred from the District's information system to third party administrators; research and resolve data discrepancies between the District's information system and data maintained by third party administrators.
3. Research and develop system program aids that align with overall effectiveness and efficiencies of department function; oversee the setup and ongoing maintenance of benefits modules of the District's information system; continuously monitor the accuracy and integrity of data and reports.
4. Serve as a resource for information regarding benefit plans, policies and procedures; interpret employee benefit plan documents, state statutes, federal legislation, program rules, regulations, policies, and procedures, regulations and policies; handle inquiries on the telephone and in person; answer questions and provide information requiring independent judgment, knowledge and interpretation; resolve complaints and refer callers as appropriate.
5. Provide technical support to the Vice Chancellor of Human Resources & Equal Opportunity for benefits negotiations; research and analyze data for labor negotiation proposals and perform analysis and research for actuarial reports, etc. May provide general support including record-keeping and note-taking of benefits negotiations.
6. Provide data for legal compliance and internal/external auditing; act as the primary contact for online benefits system; troubleshoot and resolve vendor interface issues and system errors.
7. Build project plans, ensure adherence to project schedules, set technology priorities and conduct long-term planning.
8. Partner with Educational Technology Services (ETS), payroll, accounting and budgeting to assure proper maintenance of system operations and new functionality; help to define, design, document and implement solutions for the improvement of productivity and efficiently with benefits and human resources.
9. Process and/or oversee benefits billing; prepare self-insured plans reconciliations and shadow premiums; perform month-end and quarter-end benefits accounting reconciliation.

10. Partner with Benefits Manager and business vendors and third party vendors (i.e. CalPERS, Secova, SunGard, Keenan, Hartford, and Lockton) to analyze work process design and flow, improve processes and leverage the return on technological capabilities; evaluate data and information, propose action and project consequences, formulate alternatives and make appropriate recommendations.
11. Perform ad hoc benefits plan utilization and group insurance project analysis as needed; assess requirements; extract data from various sources; research trends; prepare reports for management review; participate in employee contribution analysis.
12. Act as an administrative liaison to service providers and external program administrators.
13. Assist in overseeing annual open enrollment planning and processes; disseminate written correspondence regarding benefits programs/changes and open enrollments; prepare reports, presentations, and other pertinent documentation.
14. Serve as lead to other benefits staff; train and provide work direction in the operations, policies and procedures of the department; assist in the hiring and evaluation process as requested.
15. Serve as back up administrator of the department in the appropriate administrators absence; keep appropriate administrator abreast of problems that may arise.
16. Maintain a current knowledge of program requirements and answer questions of other employees on procedures, policies etc.
17. Perform related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. Benefits plans, practices, trends and systems setup.
2. Advanced quantitative, analytical and personal computing skills with a mastery of Microsoft Excel, Word, PowerPoint and Access or other database query tools.
3. Welfare benefit plans and plan administration along with relevant rules and regulations for ERISA, FMLA, HIPAA, COBRA, ADA and all applicable state and federal laws.
4. Logical problem solving skills with excellent follow through and strong attention to detail.
5. SunGard Banner or other HRIS computer systems.
6. Online benefits administration.
7. Excellent customer service and interpersonal skills with ability to effectively communicate detailed benefits information to diverse groups.
8. Operations, services and activities of a comprehensive employee benefits program including enrollment, eligibility, and claim processing.
9. Statistical methods as applied to human resources activities.

##### **Ability to:**

1. 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.
2. Strong analytical and integrative skills including ability to draw conclusions and identify trends from data in a logical, systematic way.
3. Demonstrate critical thinking.
4. Manage multiple assignments successfully in a fast-paced changing environment.
5. Provide superior customer service and maintain positive relationships with members and vendor contacts.
6. Prioritize projects and meet deadlines.
7. Learn internal systems, applications and internal workflow of the department.
8. Demonstrate skill in developing reports, documenting processes, and procedures.
9. Develop and maintain database file, spreadsheets, records and prepare reports.

10. Operate a computer and other office equipment.
11. Communicate effectively both orally and in writing.
12. Establish and maintain cooperative and effective working relationships with others.
13. Analyze situations accurately and adopt an effective course of action.
14. Plan and organize work.
15. Work independently with little direction.

**Education and Experience**

Any combination equivalent to:

1. Bachelor's Degree in Human Resources Management, Public Administration, Business Administration, Computer Science or related field.
2. Three (3) years experience in complex budget and benefits administration, including payroll and accounting analysis, and use of benefits administration information systems.

Preferred Qualifications:

1. Certified Employee Benefit Specialist (CEBS) designation and/or other Benefits certification.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.
2. Constant interruptions.
3. Driving a vehicle to conduct work.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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