

## **BENEFITS ANALYST 9108**

### **Task List 2021**

#### **BENEFITS ADMINISTRATION**

1. Researches and reviews claims from members and their beneficiaries, such as changes in medical and dental premiums and refunds to terminated members; administers and evaluates employee benefit and retirement related contracts with unions and other associations; compiles and calculates adjustments to member records and manual payments, including salary, service credits, premium receivables, and medical claim histories; and assists with associated general administrative tasks, such as preparing budgets, in order to process and disburse accurate benefits for the Los Angeles City Employees' Retirement or the Department of Fire and Police Pensions.

#### **PUBLIC INTERACTION**

2. Provides written and oral responses after analyzing and researching information on retirement inquiries, claims, and requests for information, such as membership, benefit eligibility, and premiums, from retirees, members and their beneficiaries, and assists staff in the more complex and difficult inquiries, claims, and requests for information in order to process and resolve the inquiries, claims, and requests.
3. 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 in order to inform and educate them about the benefits based on the rules and regulations of the Los Angeles City Employees' Retirement System or the Department of Fire and Police Pensions, Administrative Code, City Charter, federal and state laws, and the Internal Revenue Code.
4. Prepares and presents information to potential retirees, new hires, members and their beneficiaries, and other interested parties regarding benefits, plans, costs, etc., and assists with the completion of required paperwork during benefits and retirement related workshops and presentations in order to provide an expert opinion and inform the public about these benefits.

#### **WRITTEN AND ORAL COMMUNICATION**

5. Writes correspondence and reports after assembling, analyzing, and interpreting data on diverse retirement benefits administration activities, issues, and problems; makes recommendations on benefits and retirement program; and presents the information to management and/or the Board in order to keep programs current for members and retirees.

#### **SUPERVISION**

6. Supervises staff and monitors the 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 post-employment benefits and evaluates/documents employee performance on an ongoing basis in areas, such as task performance, communication, division/department/team performance, achievement of goals and objectives, and timeliness, based upon information obtained from statistics and reports, staff, employee supervisors, other agencies, clients, and the public in order to appoint, assign, rotate, and/or discuss evaluations with the employee to ensure safe and timely completion of work and provide positive and negative feedback to improve skills, identify developmental needs, and enhance success.
7. Trains other professional, administrative, or clerical personnel assigned to support the benefits administration activities of the department by explaining job requirements, personnel rules, policies, procedures, and providing written materials, developments in the field, and the effects of changes in laws; demonstrates work procedures; and provides technical assistance and guidance in membership enrollments, terminations, accounts receivable, collection, and medical claims adjudication in order to ensure employees are properly trained to enhance uniformity and employee success.
8. Applies the principles of Equal Employment Opportunity (EEO) by taking the necessary steps to prepare employees for promotion, including providing training and information regarding EEO policies, informing staff about promotional opportunities, offering mock interviews, promoting a positive work environment by monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation, taking appropriate corrective action when necessary, and commending outstanding job performance by giving public recognition or issuing notices of commendation in order to increase employee productivity and/or morale, ensure better acceptance and working relationships among various groups of employees, set standards of exemplary performance, and comply with City and department policies and procedures.