



**CLASSIFICATION SERIES:**

N/A

**BARGAINING UNIT:**

ACE

**Benefits Management Analyst**

**SERIES PURPOSE:** The purpose of the Benefits Management Analyst occupation is to coordinate, monitor, evaluate, and manage assigned benefit program area; health and ancillary benefits, flexible spending account, life and/or disability and case management, and/or unemployment benefits, and/or retirement for all employees.

**CLASS CONCEPT:** The class works under general supervision and requires considerable knowledge of assigned program area in order to oversee a variety of both ongoing and special projects in assigned program area and serve on a team of benefits management analysts and/or serve as a lead worker over lower level personnel.

Incumbents coordinate, monitor, and evaluate a variety of projects in assigned program area and coordinate, monitor, evaluate, and develop policies and procedures on contractor performance of employee benefits program.

**JOB DUTIES:** Incumbents may perform some or all of these duties or other job-related duties as assigned.

Enters transactions into the Human Resources Information System (HRIS); makes all changes and/or builds codes as needed; prioritizes entry of personnel actions; verifies accuracy in a timely manner; creates new employee profiles in the HRIS.

Instructs employees in proper procedures to complete and submit forms and/or other documents; updates employees on new procedures. Prepares and processes various documents of a confidential and/or sensitive nature; proofreads and corrects errors in grammar, punctuation, and spelling. Coordinates special projects and provides information to administration.

Performs a variety of calculations to ensure the accuracy and integrity of information entered into the HRIS. Calculates back pays, overpayments, corrections, and revisions as needed. Independently processes labor redistributions as needed. Serves as liaison with Payroll.

Provides input on new program/policy design and/or implementation; maintains databases; monitors vendor administration fees; completes annual non-discrimination testing for flexible spending plan; provides assistance to employees; administers working spouse program; tracks coordination of benefits

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(COB) changes and reports to insurance company when necessary; sends annual working spouse verification to employees and monitors compliance; coordinates COB information with insurance vendor; acts on behalf of supervisor as assigned.

Maintains all aspects of retiree life and dental insurance direct bill; maintains up-to-date database of retiree and employee deaths in a calendar year, processes employee group life death claims.

Submits monthly employee count to Ohio Department of Job and Family Services (ODJFS), completes and complies with Medical Support Notices.

Acts as liaison between office of human resources and employees in interpretation of policies, contracts, and Federal and State laws, rules, and regulations, as well as administrative procedures.

Researches inquiries from active and former employees; monitors written communications and claims decisions of third party administrators and other benefit providers and/or adjudicates claims and resolves and responds to appeals; resolves complaints received from employees and former employees; attends hearings and/or provides assistance and information to hearing representatives and/or represents management in appeals; interviews claimants or authorized parties to obtain needed information; contacts employees, physicians, and vendors in claims management activities; coordinates claims activities with third party administrator and/or health care providers; reconciles periodic premium billing statements, and notifies carriers regarding discrepancies; recommends measures to improve processing and management of claims.

Assists in development of and presents benefits training; conducts public relations activities; assists in preparation of procedures manuals; assists in development of forms and instructional material for use in claims operations; reviews procedures and prepares memorandums recommending benefits claims processing and administrative changes to increase efficiency; assists with preparation of agenda, materials, information, and reports for meetings as assigned; attends meetings.

Maintains filing system for records associated with personnel actions and employee records processing. Compiles information to complete internal and external forms and reports.

Performs clerical duties such as filing, opening and sorting mail, operating a variety of office equipment, and etc.

**OTHER FUNCTIONS AND RESPONSIBILITIES:** Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of: assigned benefit program area; human resources processes and procedures; customer service and public relations; HR/Payroll component of the Banner system\*; university policies and

procedures\*; applicable federal and state laws\*; collective bargaining agreements\*; assigned program area\*.

Skill in: operation of a personal computer.

Ability to: perform basic mathematics; proofread material, recognize errors, and make corrections; check pairs of items that are similar or dissimilar; deal with some abstract variables; research and answer sensitive inquiries from various constituents; understand and interpret insurance contracts; use proper research methods in gathering data; resolve complaints.

(\*) Developed after employment.

**MINIMUM QUALIFICATIONS:** High School Diploma or GED; two years of experience in benefits administration or a related field.

Or completion of a Bachelor's degree and one year of experience in benefits administration or a related field.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** None

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

**SEDENTARY:** work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

**UNUSUAL WORKING CONDITIONS:** Not applicable