

RISK AND BENEFITS ANALYST I/II

Salary Range: 5/9 (Management Salary Schedule)

DEFINITION

Under general supervision or direction, provides professional human resources support and activities to City departments in the areas of risk management, benefits administration, leave management, and disability administration; coordinates the work of human resources staff on assigned projects; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Risk and Benefits Analyst I

This is the entry-level professional classification in the Risk and Benefits Analyst class series. Positions in the class initially work under close supervision while learning job tasks and perform routine duties while learning City policies and procedures, and specific techniques and regulations related to human resources. As experience is gained, duties gradually become more diversified and are performed under general supervision. Positions at this level are distinguished from the II-level by the performance of less than the full range of duties assigned to the journey level II class within the series.

Risk and Benefits Analyst II

This is the journey-level professional classification in the Risk and Benefits Analyst class series. This class is distinguished from the I-level by the assignment of the full range of duties. 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.

Positions in the Risk and Benefits Analyst class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience that meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class independently.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from the Director of Administrative Services or designee. Exercises technical and functional direction over and provides training to lower-level staff, and may provide supervision in the absence of the Director.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Provides professional human resources support and services to City departments in the areas of risk management, benefits administration, leave management, and disability administration.
- Coordinates and oversees the workers' compensation claims management function, which includes monitoring accepted claims; providing information to claimants, attorneys, and the

workers' compensation carrier; assisting employees with resolving issues related to workers' compensation, safety, and health; attending hearings and legal proceedings; maintaining accurate databases; and preparing claim settlement authority requests.

- Reviews accident reports, medical reports, correspondence, and other material regarding workers' compensation claims; assists in determining and advising on work status and eligibility for benefits; manages claims to encourage impacted employees return to employment where possible.
- Researches, compiles, analyzes, and evaluates general and statistical information regarding benefits administration, risk management, and leave management practices and procedures.
- Provides consultation to City departments and employees on risk management problems, including workers' compensation and health and safety issues; communicates and coordinates regularly with appropriate internal and external parties to maximize the effectiveness and efficiency of assigned programs and activities, minimize risk, and advise on claim developments.
- Responds to employee questions and complaints; interfaces with third-party administrators to resolve claim appeals and provides guidance in policy interpretation and plan documents.
- Coordinates and oversees the Department of Motor Vehicle Pull Program, including notification of new and terminated employees; notifies appropriate departments of changes in employee driver's license status.
- Facilitates interactive process meetings with employees, supervisors, managers, and directors to determine reasonable accommodations to work restrictions under the Americans with Disabilities Act (ADA); and coordinates industrial disability retirements when necessary.
- Coordinates annually the City-wide open enrollment process for benefits; prepares open enrollment benefit material, literature, and communications; assists employees with enrollment processes.
- Works with the occupational health vendor regarding the processing of medical examinations for prospective employees.
- Develops, administers and/or oversees processes and procedures to ensure compliance with medical and disability leaves, including, Family Medical Leave Act, California Family Rights Act, Pregnancy Disability Leave, Paid Family Leave, State Disability Integration, and other related laws.
- Prepares a variety of periodic and special reports; collects data, researches topics, and gathers information in the completion of studies and makes recommendations regarding human resources policies and procedures.
- Monitors and evaluates operations and activities of assigned program responsibilities; recommends improvements and modifications; manages or oversees special projects; prepares various reports on operations and activities.
- Reviews and analyzes legislative bills and regulatory requirements to determine impact to City human resources programs and services; analyzes, interprets, and enforces applicable laws, codes, policies, and regulations; responds to questions or requests for assistance from staff, departments, and the general public.
- Assists with managing the work of external consultants; manages workflow, sets expectations and priorities, and reviews outcomes; assists with the negotiation and monitoring of contracts.

- Represents the City and the Human Resources Department to the public and other agencies in a positive and productive manner; prepares and presents recommendations to the City Council on behalf of the Human Resources Department.
- Attends meetings, conferences, workshops, and training sessions and may represent the department as assigned.
- Builds and maintains positive working relationships with co-workers, other City employees, and the community utilizing accepted principles of effective customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of public sector human resources administration and management, including, risk management, benefits administration, leave management, and disability administration.
- Principles and practices of employee benefit and insurance programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to workers' compensation, liability, Health Insurance Portability and Accountability Act (HIPAA), COBRA, protected leaves, , IRS Section 125, ADA, and related laws.
- Principles and practices of workers' compensation programs.
- Principles and practices of insurance administration, including risk analysis and loss prevention,
- Research techniques, business letter writing, and report presentation.
- Business arithmetic and basic statistical techniques.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform professional analytical work to support human resources functions and programs; plan and implement departmental programs and services.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Conduct research on a variety of human resources topics and devise methods and procedures for obtaining a variety of data.
- Analyze work papers and complete special projects; read, analyze, interpret, and evaluate written material and statistical data.
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure deadlines are met.
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Utilize discretion in the handling and disclosure of confidential information.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written material.
- Maintain accurate files and records.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Attend, represent the department, and make presentations at Council, interagency committees, and other meetings.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications:

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:

Risk and Benefits Analyst I

Equivalent to a bachelor's degree from an accredited four-year college or university in human resources management, business or public administration, industrial engineering, behavioral science, or a closely related field;

AND

Two (2) years of increasingly responsible para-professional experience in risk management or benefits administration, preferably in the public sector.

Risk and Benefits Analyst II

Equivalent to a bachelor's degree from an accredited four-year college or university in human resources management, business or public administration, industrial engineering, behavioral science, or a closely related field;

AND

Two (2) years of professional experience in risk management or benefits administration equivalent to the duties performed by a Risk and Benefits Analyst I with the City of Rocklin.

License and Certification Requirement:

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed material and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator, and to operate standard office equipment; ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift and carry computer and other equipment, reports, and records that typically weigh less than 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; and may also perform site inspections and facility evaluations with uncontrolled temperature conditions and direct exposure to hazardous conditions and/or substances. Incumbents may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures.

FLSA: E

This class specification should not be construed to imply that these requirements are the exclusive standards of the position, as not all duties are necessarily performed by each position. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: May 2021