

Job Description

Position Title: Analyst 1, Benefits

Job Family: Human Resources

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The Benefits Analyst 1 provides employees with assistance regarding all aspects of the College's benefits including enrolling, changing, navigating utilizing, and troubleshooting plans, policies, and services. Monitors benefits processes and HR and financial information systems to ensure accuracy, efficiency and compliance. Analyzes payroll and financial information, researches and interprets data, formulates recommendations, and develops reports for vendors, College leadership, and stakeholders.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates the annual Benefits Open Enrollment period. Schedules location, assists set up, updates forms, and creates spreadsheets.
2. Explains employee benefit options, answers questions, and updates databases with benefits changes.
3. Terminates employee benefits in accordance with federal regulations, notifies benefit vendors, and sends required notifications to separated employees.
4. Reviews benefit and deduction transactions, reports, and invoices for accuracy and compliance with benefits policies and vendor agreements.
5. Analyzes payroll and financial system data related to employee benefits deductions and contributions; researches and interprets information, identifies issues and discrepancies, formulates recommendations, processes adjustments, and resolves issues.
6. Monitors and tracks benefits agreements and rosters; reconcile financial reports including purchasing and billing for employee insurance coverage, disability, and retirement accounts.
7. Compiles reports for vendors, unit leadership, departments, auditors, and regulatory agencies.
8. Provides comprehensive customer service and support by addressing employee inquiries and responding to phone calls and emails.
9. Creates forms and spreadsheets, educates employees on available benefit options, and verifies eligibility in databases. Coordinates requests with Payroll or Student Accounts for completion.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of human resources principles and practices
3. Knowledge of business management and fiscal practices
4. Knowledge and application of organizational and time management principles
5. Skill in analyzing data and drawing conclusions
6. Knowledge of internal and external customer service principles and practices
7. Skill in effective communication (both written and oral)
8. Skill in performing a variety of duties, often changing from one task to another of a different nature
9. Skill in problem solving
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to apply effective and accurate data entry and typing skills
12. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Human Resources or a closely related field of study required.
- One (1) year of related experience in Human Resources, Payroll, Finance, or Business Information Systems required.
- One (1) year to three (3) years of progressive and combined experience in human resources, payroll, finance, or business information systems preferred.

OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required