

City and County of San Francisco
Micki Callahan
Human Resources Director



Department of Human Resources
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: November 20, 2018

Re: **Notice of Proposed Classification Actions – Final Notice No. 19 FY 18/19 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective November 15, 2018.

Micki Callahan
Human Resources Director

by:

Steve Ponder
Classification and Compensation Director
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 19
Fiscal Year: 2018/2019
Posted Date: 11/07/2018
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title
1	1813	Senior Benefits Analyst

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Senior Benefits Analyst
Job Code: 1813**

DEFINITION

Under direction, the 1813 Senior Benefits Analyst performs complex and difficult professional benefits work for the City's Health, Dental, Disability and Flexible Spending Account and Voluntary Benefit programs or the City's Retirement Program and the Deferred Compensation Plan; and plans, implements and oversees special projects in an assigned benefit program. The Senior Benefits Analyst is the advanced journey-level in the employee benefits series.

DISTINGUISHING FEATURES

Class 1813 Senior Benefit Analyst is distinguished from the 1814 Benefits Supervisor in that the former may be assigned to special projects or to supervise professional journey level staff, while the latter is responsible for supervising a major program section.

SUPERVISION EXERCISED

When assigned to the supervision of professional and technical benefits staff, an incumbent in this class functions as the first-line supervisor.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. May supervise a staff of benefits technicians, clerks and professional benefits analysts engaged in health, dental and disability insurance activities or pension program activities, such as calculating benefits, membership counseling services, membership enrollment and termination, and medical claim processing.
2. May plan, implement and oversee special projects within an assigned unit.
3. Reviews and investigates more complex and difficult cases of an assigned program area.
4. Develops training material and trains and orients new employees in work procedures, public relations, and departmental procedures and policies.
5. Provides guidance to staff in answering questions or making eligibility determinations on the more difficult and controversial retirement benefits or health claims.
6. Reviews and implements operational procedures; reviews and implements legislative changes relative to the benefit program; apply existing City Charter and Administrative Code provisions related to the assigned benefit program.
7. Compiles and evaluates statistical and other data to prepare various reports.
8. Contacts City departments, employees, employee representatives, other government agencies and various private entities to furnish and/or obtain information on specialized employee benefit matters.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: administration of employee benefit programs, including pension or health, disability and dental programs; federal and state laws and trends applicable to health or pension

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employee benefit programs; benefit calculations; investigative techniques; benefits counseling techniques; medical and legal terminology, where applicable; City Charter, Administrative Code and ordinances related to health or pension benefit programs.

Ability and Skill to: supervise and evaluate professional, technical and clerical benefits staff; read and interpret pension or health service regulations and guidelines; analyze numerical data; communicate clearly and concisely orally and in writing, directly to individuals as well as publicly to groups of members; disseminate and obtain accurate, detailed information; establish and maintain positive and harmonious working relationships with those contacted in the course of work; learn and use a computerized data system; understand and follow oral and written instructions; make accurate numerical calculations; apply the principles and methods for employee health or pension benefits; conduct effective interviews; set priorities and organize work in order to accomplish assigned tasks; provide effective coaching and feedback to staff.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

Two (2) years of professional experience in administering an employee benefit program.

License and Certification:

Substitution:

Additional qualifying work experience may substitute for up to two years of the required education on a year for year basis (30 semester/ 45 quarter units equals one year).

SUPPLEMENTAL INFORMATION

The work environment is an office setting with extensive direct public contact.

PROMOTIVE LINES

From: 1812 Assistant Retirement Analyst; 1210 Benefit Analyst;

ORIGINATION DATE: 9/8/1980

AMENDED DATE: 4/21/1995; 11/15/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD