

**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](mailto: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](#).

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

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 Dependent Care Assistance Flexible Spending Account and Voluntary Benefit programs or the City's Retirement Program and the Deferred Compensation Plan; ~~supervises professional and technical benefits staff engaged in benefit calculations, enrollments, claims and payments in the Retirement System or Health Service System;~~ and plans, implements and ~~supervises~~ oversees special projects in an assigned benefit program. *The Senior Benefits Analyst is the advanced journey-level in the employee benefits series.*

**DISTINGUISHING FEATURES**

~~The Senior Benefits Analyst is the advanced professional journey level in the employee benefits series. Incumbents at this level are very knowledgeable and experienced in all phases of an assigned benefit program and exercise independent judgment in the performance of their job duties. Positions in this class are~~ Class 1813 Senior Benefit Analyst is distinguished from the next higher level 1814 Benefits Supervisor in that the Senior Benefits Analyst ~~former~~ may be assigned to special projects or to supervise professional journey level staff, while the latter ~~next~~ higher supervisory level 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 ~~supervise~~ 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 tTrains and orients new employees in work procedures, public relations, and departmental procedures and policies.
5. ~~Assists~~ 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.

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

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

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.
- ~~9.8. Performs related duties and responsibilities as assigned.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: 1. ~~A~~Administration of employee benefit programs, including pension or health, disability and dental programs-;:

2. ~~F~~Federal and state laws and trends applicable to health or pension employee benefit programs-;:

3. ~~b~~Benefit calculations-;:

4. ~~i~~Investigative techniques-;:

5. ~~B~~enefits counseling techniques-;:

6. ~~M~~edical and legal terminology, where applicable-;:

7. City Charter, Administrative Code and ordinances related to health or pension benefit programs.

Ability and Skill to: 1. ~~S~~upervise and evaluate professional, technical and clerical benefits staff-;:

2. ~~R~~ead and interpret pension or health service regulations and guidelines-;:

3. ~~A~~nalyze numerical data-;:

4. ~~C~~ommunicate clearly and concisely orally and in writing, directly to individuals as well as publicly to groups of members-;:

5. ~~D~~isseminate and obtain accurate, detailed information-;:

6. ~~E~~stablish and maintain positive and harmonious working relationships with those contacted in the course of work-;:

7. ~~L~~earn and use a computerized data system-;:

8. ~~u~~nderstand and follow oral and written instructions-;:

9. ~~m~~ake accurate numerical calculations-;:

10. ~~A~~pply the principles and methods for employee health or pension benefits-;:

11. ~~C~~onduct effective interviews-;:

12. ~~S~~et priorities and organize work in order to accomplish assigned tasks-;:

**provide effective coaching and feedback to staff.**

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: Senior Benefits Analyst  
Job Code: 1813

**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. *Additional experience may be substituted on a year for year basis.*

Experience:

Two **(2)** years of **professional** experience in administering an employee benefit program, at a level equivalent to class 1812 Assistant Retirement Analyst. Ability to gain access to and navigate within computer software, including databases, word processing, spreadsheets and e-mail.

License and Certification:

Substitution:

*Additional **qualifying work** experience may be substituted **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**

~~Essential duties require the following physical skills and work environment:  
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/XX/18;**

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

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD