HUMAN RESOURCES INFORMATION SYSTEMS (HRIS) BENEFITS SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: A Human Resources Information Systems (HRIS) Benefits Specialist is a paraprofessional class. It works as the Benefits Office liaison with the Information Technology Department (ITD) and the HR Department's HRIS Analyst to perform eBenMesa and HRM Advantage system work. This involves communicating Benefits' needs regarding maintaining employee, dependent, and retiree eligibility, enrollment, and reporting functionality from a systems perspective; conducting data validation to test system functionality and communicating any issues discovered during testing back to ITD for technical troubleshooting and resolution; providing basic initial troubleshooting for employees experiencing problems while attempting to access eBenMesa and escalating technical problems to ITD; tracking system issues from identification through resolution by ITD; coordinating with ITD to track, suggest, and present business cases for enhancements to eBenMesa; developing system related training and testing material for Benefits Office staff; and identifying reporting needs to ITD for report development. This position also serves as a liaison between the Benefits Office, the vendor for HRM, various external benefits vendors, and third-party administrator for claims which involves contacting vendor technical support and opening tickets for technical assistance; conducting data validation in both the test and live system environments; and forwarding any continued issues discovered during testing back to the vendor for additional troubleshooting. This class is also responsible for performing related duties as required.

Distinguishing Features: The HRIS Benefits Specialist class is distinguished from the HRIS Analyst class by the latter's increased responsibility and autonomy of duties performed, including independent analysis, troubleshooting, and oversight of system-wide HRIS technical issues that are of great consequence to compensation and classification on a citywide level. An HRIS Benefits Specialist is supervised by an Assistant Employee Benefits Administrator who reviews work in progress for completeness and accuracy. The scope of responsibility for this class is narrow and well defined through documentation and instruction. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Good (1 - 3 years) of paraprofessional experience in benefits involving the use of an Enterprise Resource Planning (ERP) system.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. An Associate's or higher level degree in Human Resources, Business Administration, Computer Science, or related field is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, ITD technical staff, and benefits vendors in order to identify problems or areas for improvement regarding benefits information. Prepares written communication with clearly organized thoughts and using the proper sentence structure, punctuation, and grammar in order to document and revise procedures, record issues for troubleshooting, respond to inquiries, make recommendations, create training materials and user documentation, and assist ITD technical staff in the documentation of system requirements. Presents ideas clearly, both verbally and in writing, to share information or knowledge, discuss alternatives, and address problem/conflict situations. Communicates with ITD technical staff and benefits vendors in a liaison role. Participates in teams to implement new benefits software, upgrade current programs, and represent the interests of the Benefits Office in IT projects. Analyzes benefits business processes to identify what information and customizations are necessary for the process. Communicates with benefits vendor technical support to address and rectify issues. Explains problems to ITD and provides examples of the employees experiencing the issue so that ITD is able to troubleshoot. Communicates issues discovered during report analysis and data validation back to ITD for troubleshooting and resolution. Notifies ITD of successful testing outcomes or any new problems discovered during testing phases following the deployment of technical patches for HRM Advantage. Acts as a "translator" between Benefits and ITD by forecasting future reporting needs, explaining the level of detail needed from the reports, providing a listing of corresponding fields in HRM Advantage, and specifying the requested format.

Manual/Physical: Operates a personal computer (PC) to write emails, analyze reports, and test and validate data. Utilizes reports and queries prepared by ITD technical staff to assemble and generate benefit related statistics. Maintains benefit tables in HRM Advantage that interface with external vendors. Participates on list-serves with other HRM Advantage users. Participates in regular meetings and conference calls between the Benefits management team, the vendor for HRM Advantage, and technical ITD staff regarding reporting requirements and associated testing in order to comply with legal regulations and deadlines. Maintains a tracking log and opens support tickets directly with the vendor for HRM Advantage. Sends supporting documentation of problem details, screen shots, and lists of the steps taken that led up to a technical problem for the vendor to review. Tests reports that have been updated by ITD to ensure that technical solutions have produced the intended results. Updates the ITD issues log to track issues from identification to resolution, including status updates, testing notes, screen shot attachments, and other supporting documentation. Operates a variety of standard office equipment, such as a PC, printer, and telephone. Meets scheduling and attendance requirements.

Mental: Tests and validates benefits system data and forwards issues to ITD for troubleshooting and problem resolution. Prioritizes own work to complete assignments or projects. Learns job-related material through on-the-job training and through conferences and classes. Reviews employees' information in HRM Advantage to confirm if benefit information is correct and determine whether issues appear to be in the HRM Advantage system or in outbound data files. Confirms employees' eligibility and benefit statuses are correct in HRM Advantage. Tests employees' data until a resolution is found by ITD technical staff. Validates data from both the test and live environments in HRM Advantage to verify that updates have been correctly applied on both sides. Works with ITD in the development phase of new interfaces and for troubleshooting existing interface functionality, which includes identifying the appropriate HRM Advantage fields needed. Converts ITD queries into reports and reviews data for missing or incorrect listings of employees. Serves as a support liaison between the

Benefits Office and the vendor for HRM Advantage. Develops training and testing material for Benefits Office staff with regard to using the system and testing configuration changes including step-by-step guides on how to conduct data validation. Assists ITD in the development of HRM Advantage reports. Routinely analyzes reports to find and escalate any problems to ITD.

Knowledge and Abilities:

Knowledge of:

basic computer information systems and information technology terminology and concepts;
employee and retiree benefit programs and eligibility provisions, including: health insurance, flexible spending accounts, disability, and life insurance;
City Personnel rules, regulations, and policies including insurance and benefit programs and enrollment procedures; and
data analysis methods and techniques.

Ability to:

analyze Benefits Office needs and systems accurately and logically, and suggest improvements;
maintain confidentiality requirements for benefits issues;
communicate with and instruct others using technical and non-technical language, to explain subjects and processes;
learn new technologies through study and training;
operate from goals and objectives without specific task assignments;
perform assignments independently and without specific instructions;
prioritize tasks and multi-task assignments;
analyze and validate data for regular and ad hoc reports; and
establish and maintain effective working relationships with Benefits Office management, team members, ITD technical staff and external benefits vendors.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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