

Job Description

Position Title: Benefits Analyst 2

Job Family: Human Resources

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Benefits and ADA Analyst is responsible for administering the College's employee ADA program including intake and analysis of requests for ADA accommodation, oversight of the interactive process, and making determinations consistent with the ADA/ADAAA and College policy; coordinating the employee benefits enrollment and eligibility, and serving a lead role on projects related to the maintenance, and improvement of benefits processes and systems.

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. Serves as College employees' primary contact and subject matter expert regarding the Americans with Disabilities Act (ADA), the ADA Amendments Act (ADAAA), and related College policies and procedures.
2. Serves as the initial point of contact for employees requesting workplace accommodation under the ADA.
3. Reviews accommodation requests and supporting documentation, ensuring completeness and compliance with legal and policy requirements. Evaluates medical documentation to determine whether an employee has a qualifying disability and identify potential functional limitations.
4. Coordinates and manages the interactive process with employees, supervisors, and other stakeholders. Conducts interviews and consultations to understand job duties, essential functions, work restrictions, and potential accommodations.
5. Analyzes accommodation options for effectiveness, feasibility, and operational impact; researches alternative solutions as needed. Tracks, monitors, and reviews accommodations for effectiveness; coordinate updates or periodic reevaluations.
6. Makes determinations regarding reasonable accommodations and prepare written notices of determination.
7. Maintains confidential ADA case files and ensure compliance with federal and state regulations and institutional policy.
8. Provides training and guidance to supervisors and departments regarding ADA obligations, essential job functions, and accommodation best practices.
9. Monitors and applies legal developments related to the ADA/ADAAA, workplace accommodations, and related regulations.

10. Serves as a primary contact and subject matter expert for employee benefits. Assists in determining employee eligibility in all aspects of allowed benefits. Conducts confidential discussions regarding medical plan coverage eligibility.
11. Coordinates employee benefits enrollment activities, eligibility verification, and life event changes including annual open enrollment activities, benefits communications, and educational materials.
12. Troubleshoot benefit eligibility, enrollment, and payroll deduction issues, coordinating with vendors as needed.
13. Maintain and update records within the benefits administration information system; ensure data accuracy and audit compliance.
14. Identify opportunities for process improvements within Benefits operations and technology, developing solutions to enhance efficiency and effectiveness.
15. Serve a lead role on projects related to the implementation and maintenance of benefits systems, documents, training materials, and process enhancements.
16. Compile and analyze data; prepare and present reports, metrics, and documentation.
17. 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 computer and network operating systems
3. Knowledge of advising and counseling practices
4. Knowledge of human resources principles and practices
5. Knowledge of internal and external customer service principles and practices
6. Knowledge and application of organizational and time management principles
7. Knowledge of project management principles
8. Skill in analyzing data and drawing conclusions
9. Skill in current and applicable computer programming languages relative to the assignment
10. Skill in current and applicable hardware, software, and peripheral equipment
11. Skill in problem solving
12. Skill in effective communication (both written and oral)
13. Skill in project management principles, processes, and techniques
14. Skill in performing a variety of duties, often changing from one task to another of a different nature
15. Ability to apply effective and accurate data entry and typing skills
16. Ability to develop and maintain effective and positive working relationships
17. Ability to adapt to a rapidly changing technical environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

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) to Three (3) years of related Human Resources experience required.
 - Three (3) to Five (5) years of related experience 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 an 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:

- Pre-employment Background Check Required