

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
PAYROLL AND BENEFIT SERVICES
BENEFITS UNIT**

NAME: Vacant

JOB TITLE: Staff Services Analyst (SSA)

STATEMENT OF DUTIES: Under supervision of the Staff Services Manager (SSM) I in the Benefits Unit, the SSA acts as a consultant (senior specialist/liaison) for the Department of Justice (DOJ) regarding all aspects of state sponsored benefits including but not limited to: Medical and Dependent Reimbursement Accounts, Flex and Coben Cash, and health, dental, and vision programs. The SSA provides consultation to employees on all aspects of the enrollment process and is responsible for conducting benefits orientation as part of onboarding of new employees. The SSA is also responsible for the administrative processing of health benefit transactions in accordance with the California Public Employees' Retirement System (CalPERS) and department policy and procedure. The SSA is expected to act as a subject matter expert on Other Post- Employment Benefits (OPEB) deductions, Health Care Cash Benefits, and dependent eligibility and re-verification. The SSA will administer and manage the annual benefits open enrollment process including evaluating and disseminating annual benefit changes, roll out of annual health benefit information to the department employees, and intranet updates. The SSA will be expected to work cooperatively with peers and professional staff to meet the needs of program management and employees, and exercise good judgment, communicate effectively, and portray a professional and positive demeanor at all times.

SUPERVISION RECEIVED: Reports directly to the SSM I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Sedentary: personal computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to e-mails, etc.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California.

ESSENTIAL FUNCTIONS:

35% Acts as the subject matter on all aspects of state sponsored benefits. Responds to all benefit questions related to open enrollment, coverage eligibility, coverage cost,

Benefits SSA
Duty Statement

retirement benefit transitioning, loss of coverage/Direct Pay, and COBRA. Consults, evaluates, and facilitates all health benefit transactions including enrollments, deletions, additions, and other changes for employees. Work with CalPERS in a liaison capacity to resolve employee benefit issues, including filing appeals when necessary. Works in conjunction with Payroll and Benefit Services (PBS) Proper and Family and Special Leaves Unit (FSLU) to process special health benefit transactions arising from unique situations such as separations, retirements, deaths, and special leaves. Serves as the contact person with all benefit providers and control agencies such as CalPERS, the California Department of Human Resources (CalHR), and the State Controller's Office (SCO) with regard to health, dental, and vision benefit issues. Monitor, analyze, and implement new legislation, control agency directives, and labor union bargaining contract language changes relating to benefits administration.

- 30%** Develop, implement, and conduct a recurring comprehensive onboarding program to address the needs of all new DOJ employees. Conducts regular onboarding presentations and consultative services in both group settings and in one-on-one employee meetings. Analyzes each employee hire to determine and provide the appropriate onboarding materials. Updates materials (new hire benefits packet, health benefit aids, presentations, handouts, etc.) utilized in onboarding sessions. Serves as contact for new DOJ employees and assists them through successful implementation of benefit selections.
- 10%** Serves as the contact person for the SCO's Benefits Unit. Manages and resolves all issues related to pay programs and deductions related to benefits and programs such as OPEB deductions, correcting premium deductions, and Making Health Care Affordable benefits and Health Care Cash pay benefits. Escalates enrollment forms when possible. Administers the Flex spending and Flex Cash benefit programs.
- 10%** Facilitates the triannual Dependent Re-Verification (DRV) program for state sponsored health and dental benefits and processes employee substantiation documents. Drafts and send employee notices and receives, analyzes and processes employee submissions. Deletes ineligible dependents and provide COBRA notice. Assists with any control agency audits related to the DRV program. Reports data metrics to the SSM I, PBS.
- 10%** Plans, coordinates, and markets the annual Wellness Fairs. Contacts vendors, coordinates and reserves facilities at various DOJ worksite locations across the State, coordinates travel, and provides materials. Creates and disseminates marketing materials for these events. Attends all events state-wide, performs setup and take down of all Wellness Fair materials. Tracks and records all enrollments activities and reports data metrics to the SSM I, PBS.
- 5%** Special Projects as assigned such as assistance with other control agency audits, assisting the Position and Information Management Services (PIMS) Unit and/or FSLU teams, - to handle other payroll or benefit projects.

Benefits SSA
Duty Statement

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Revised 11/2024

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
PAYROLL AND BENEFIT SERVICES
BENEFITS UNIT**

NAME: Vacant

JOB TITLE: Associate Governmental Program Analyst

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) I, the APA serves as a consultant for the Office of Human Resources, Payroll and Benefit Services (PBS), Benefits Unit. The AGPA serves as the Department's Health Benefits Officer (HBO) and Subject Matter Expert (SME) for all state-sponsored benefit programs and is responsible for a wide variety of the more complex and highly technical benefit management duties which includes, but is not limited to: Medical and Dependent Reimbursement Accounts; Flex and CoBen Cash; health, dental, and vision programs; Other Post-Employment Benefits (OPEB) deductions; Health Care Cash Benefits; and dependent eligibility and re-verification. The APA provides consultation to employees on all aspects of the enrollment process; conducts benefits orientation as part of the onboarding of new employees; and serves as the administrative processor of health benefit transactions in accordance with the California Public Employee's Retirement System (CalPERS) and Department policy and procedure. The AGPA administers and manages all aspects of the annual benefits open enrollment process which includes, but is not limited to: evaluating and disseminating annual benefit changes; the roll out of annual health benefit information to the department employees; updating the intranet. Plans, coordinates, and markets the annual Department of Justice (DOJ) wellness fairs; works cooperatively with peers and professional staff to meet the needs of program management and employees; exercises good judgment, communicates effectively, and portrays a professional and positive demeanor at all times.

SUPERVISION RECEIVED: Reports directly to the SSM I.

SUPERVISION EXERCISED: None. May act as a lead over less experienced consultants.

TYPICAL PHYSICAL DEMANDS: Sedentary: personal computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to e-mails, etc.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California.

ESSENTIAL FUNCTIONS:

- 45%** Serves as the DOJ's HBO and SME regarding all aspects of state-sponsored benefits. Independently responds to all benefit-related questions regarding regular and open enrollment, coverage eligibility, coverage cost, retirement benefit transitioning, loss of coverage/Direct Pay,

Associate Personnel Analyst

Duty Statement

and COBRA. Consults with employees, evaluates needs, and facilitates all benefit transactions including enrollments, deletions, additions, and other changes. Works with CalPERS, the State Controller's Office (SCO), and the California Department of Human Resources (CalHR) in a liaison capacity to resolve complex employee benefit issues and composes and files appeals when necessary. Works in conjunction with PBS and FSLU staff to process complex health benefit transactions arising from unique situations such as separations, retirements, deaths, and special leaves. Serves as the point of contact for all benefit providers and control agencies (e.g., Delta Dental, VSP, CalPERS, and CalHR) with regard to health, dental, and vision benefit issues. Monitors and analyzes new legislation, control agency directives, and memorandum of understanding changes related to benefits administration, and provides summary of impact to management. Manages and resolves all complex issues related to pay and benefit programs such as Other Post-Employment Benefits (OPEB) deductions, correcting premium deductions, Affordable Care Act, Health Care Cash, Flex spending and Flex Cash benefit programs. Escalates enrollment forms to control agencies and/or benefit providers when necessary.

- 30%** Develops, implements, and conducts a recurring comprehensive onboarding program to address the needs of all new DOJ employees. Conducts regular onboarding presentations and consultative services in both group settings and in one-on-one employee meetings. Analyzes each employee hire (i.e., classification, bargaining unit identifier, appointment type and time base) to determine and provide the appropriate onboarding materials. Updates materials (new hire benefits packet, health benefit aids, presentations, handouts, etc.) utilized in onboarding sessions. Serves as the primary contact for new DOJ employees and assists them through successful implementation of benefit selections. Tracks and records all enrollments activities and reports data metrics to the SSM I, PBS.
- 10%** Facilitates the triannual Dependent Re-Verification (DRV) program for state-sponsored health and dental benefits, which includes composing and disseminating employee notifications, and analyzing and processing employee substantiation documents. Deletes ineligible dependents and provides COBRA notices. Assists with control agency audits related to the DRV program. Reports data metrics to the SSM I, PBS.
- 10%** Plans, coordinates, and markets the annual Wellness Fairs. Contacts vendors, coordinates and reserves facilities at various DOJ worksite locations across the State, coordinates travel, and provides materials. Creates and disseminates marketing materials for these events. Attends all events state-wide, and oversees the setup and take down of all Wellness Fair materials. Tracks and records all enrollments activities and reports data metrics to the SSM I, PBS.
- 5%** Special Projects as assigned, such as assistance with other control agency audits, assisting the Position Information Management Systems (PIMS) and/or Family Medical Leave Act (FMLA) and Special Leaves Unit (FSLU) teams, other payroll or benefit projects.

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Associate Personnel Analyst
Duty Statement

need for a reasonable accommodation.

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Employee's Signature Date

Supervisor's Signature Date

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