

HUMAN RESOURCES ASSOCIATE

DEFINITION

Occupants of this classification are in the classified service. Under general direction, this position performs complex and specialized paraprofessional duties in human resources including benefits administration, leave management, payroll support and for risk management coordinating loss control, health and safety programs, claims administration and environmental compliance. Duties and responsibilities are of a highly confidential nature. Incumbents in these positions are considered Confidential employees as it relates to labor relations.

SUPERVISION RECEIVED AND EXERCISED

These positions report to the Human Resources Director, Manager or designee.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks or may perform similar related tasks not listed here.

1. Under minimal supervision, administers and coordinates a variety of benefits programs offered by the City, including medical, dental, vision, life insurance, workers compensation and other programs. Verifies and inputs data directly into various benefit carrier systems; processes enrollments for all insurance programs; monitors and verifies dependent eligibility for benefits; processes COBRA enrollments; monitors retirees' activity and benefits enrollments coordinating with CalPERS, Social Security, Medicare and COBRA. Coordinates annual city-wide employee health benefits fair.
2. Responds to questions and provides information to employees regarding workers compensation benefits or to claimants regarding status of their claims and proper procedures for filing claims.
3. Coordinates, and implements safety and health, and environmental compliance policies and procedures and safety program activities of City departments, including accident prevention and loss reduction programs.
4. Develops and coordinates new employee orientations; prepares informational material; explains and interprets health benefits, personnel policies, procedures and programs to new hires. Inputs new hire data into City database and enterprise resource program.
5. Processes Personnel Actions and maintains recordkeeping systems for workers compensation claims, leave management cases and safety and loss data. Prepares associated statistical reports.
6. Tracks, researches, and reports on various types of Federal and State protected leaves, leaves of absence, pay decreases and disciplinary measures, maternity leave and others. Responds to inquiries regarding vacation, sick leave, holiday leaves and accrual leave banks and policies.

7. Consults with employees and management staff on loss control matters to prevent injuries, occupational diseases, vehicular collisions, and damage to City equipment and material.
8. Works with departments to gain cooperation and support for City-wide risk control objectives.
9. Implements and coordinates safety training for City employees.
10. Prepares and processes various highly confidential reports and/or documents relating to labor negotiations, DMV records, personnel records and files, Council and/or Commission reports. May assist with preparation and coordination of monthly Civil Service Commission agendas..
11. Coordinates city-wide identification badge program, including generating confidential security codes, verifying data entered into database system, maintain the software and hardware components, inventory control of badges, accessories, ink cartridges and other materials.
12. Coordinates leave administration under the Americans with Disabilities Act (ADA) and California Fair Employment and Housing Act (FEHA) with employees for both industrial and non-industrial temporary and permanent disabilities; works closely with employees, department managers/supervisors, other human resources staff, and outside consultants when necessary conduct the interactive process and determine reasonable accommodation.
13. Provides guidance and information regarding employee benefits plans and resolves a variety of employee questions regarding benefits, coverage and insurance policies.
14. Monitors medical treatment/progress of employees and verifies return to work or modified work status with physician.
15. Coordinates temporary light duty assignments by verifying work restrictions and release dates with physicians, employees and departments.
16. Contacts physicians, medical facilities and pharmacies, as necessary, regarding treatment or billing.
17. Responds to inquiries and complaints regarding benefits programs and applicable payroll concerns. Analyzes and participates in resolving problems and issues; conducts research when necessary.
18. Maintains master City Cal/OSHA log incident reports and update information for preparation of annual report.
19. Assists with the coordination of ergonomic assessment.
20. May provide support and assistance in classification and compensation, training programs, labor relations, recruitment and testing as needed.
21. Performs other related Human Resources duties as assigned.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- Applicable laws, rules and regulations pertaining to benefits and insurance programs, leave administration, recordkeeping and reporting practices as it applies to the public sector.
- Policies, procedures, laws, standards and regulations of the Public Employees Retirement System, Social Security and the healthcare benefits field and other employee benefit programs in general.
- Federal and State regulation pertaining to Workers' compensation and industrial safety.
- Legal and medical terminology and phraseology used in industrial injury cases.
- Safety programs and procedures.
- Modern office practices and procedures, including business correspondence, record-keeping systems, and office equipment.

Skill and Ability to:

- Independently administer large and complex benefits programs.
- Interpret and effectively apply regulations as they relate to workers' compensation and industrial safety; explain Workers' Compensation and other insurance program coverage to others.
- Interpret and apply complex policies, and pertinent laws, rules and regulations related to insurance programs, benefits eligibility, payroll, leaves, claims, and other deductions.
- Analyze facts, information and data. Maintain comprehensive records and prepare reports.
- Make independent judgments and decisions.
- Exercise diplomacy, tact, and good judgment consistently.
- Communicate effectively in both verbal and written form.
- Prepare and present recommendations.
- Meet timelines involving legal constraints.
- Use contemporary software and personal computers, including spreadsheets, word processing and analytical and reporting tools.
- Work with confidential information and maintain confidentiality.
- Meet and communicate with the public in situations requiring tact and poise.
- Maintain cooperative working relationships with fellow workers, city employees, and public officials.

LICENSE AND CERTIFICATES

Possession of a valid California Class C driver license is required, if assigned to drive. Possession of a California Workers Compensation Claims Administration Certificate or Insurance Education Association (IEA) coursework is desirable.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: an Associate of Arts Degree with major course work in human resources management, risk management, industrial safety, or loss control and two (2) years of related work experience.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to stand, stoop, reach and bend.
- Perform work which is primarily sedentary
- Is subject to office environmental conditions.
- May be required to work at a video display terminal for prolonged periods.
- May be required to work nights and weekends.
- May be required to drive in and outside City boundaries.