

PERSONNEL COMMITTEE

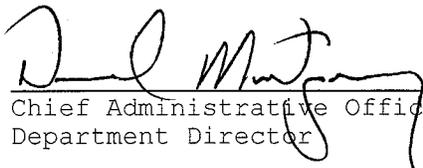
10-0608R

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF HUMAN RESOURCES BENEFITS TECHNICIAN INCLUDING A TITLE CHANGE TO HUMAN RESOURCES TECHNICIAN.

CITY PROPOSAL:

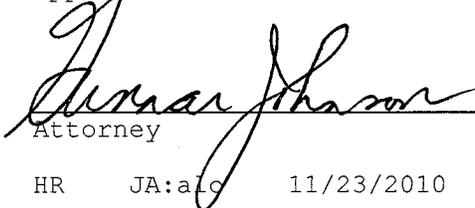
RESOLVED, that the proposed amendments to the specifications for the civil service classification of human resources benefits technician, including a title change to human resources technician, which were approved by the civil service board on October 5, 2010, and which are filed with the city clerk as Public Document No. _____, are approved. This classification shall be subject to the city's collective bargaining agreement with its confidential employees; and that pay range for said classification shall be Range 9. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

Approved for presentation to council:



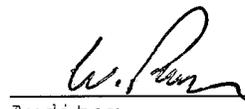
Chief Administrative Officer/
Department Director

Approved as to form:



Attorney

Approved:



Auditor

HR JA:alg 11/23/2010

STATEMENT OF PURPOSE: As a part of a reorganization of the human resources division, this classification has been amended to include upper level paraprofessional and technical duties in the personnel function as well as the benefits function. There is no change in the rate of pay, which is Range 9, \$3,593 to 4,291 per month.

HUMAN RESOURCES TECHNICIAN

PURPOSE: Perform a variety of paraprofessional, technical and administrative activities in support of the human resources office operations.

Positions in this class perform advanced paraprofessional work to assist professional staff. Serve as liaison between Human Resources and line departments, employees and applicants in navigating various human resources processes. Work requires independent judgment and decision-making, with assistance from professional staff as necessary.

FUNCTIONAL AREAS:

1. Assist with benefits administration.
 - * A. Coordinate and conduct benefit orientations; process plan enrollments, changes and terminations.
 - * B. Process disability and other leaves, including gathering required data, communicating with involve parties and tracking utilization; refer difficult cases to the Employee Benefits Representative.
 - * C. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.
 - * D. Conduct audits of bills and records for accuracy, and research and reconcile errors.
 - * E. Process death claims.
 - * F. Communicate with vendors as directed.
2. Assist with classification, compensation and recruitment activities.
 - * A. Interview employees/management to gather information for job descriptions and/or comparable worth evaluations; participate on the comparable worth evaluation team.
 - * B. Maintain EEO and pay equity records and assist with preparation of compliance reports.
 - * C. Administer civil service process, including preparing agendas, communicating with members, providing administrative support for meetings, and processing actions.
 - * D. Write council resolutions, classified ads and job announcements.
 - * E. Participate in recruitment activities such as job fairs, career days, and exam monitoring.
3. Participate in maintenance and upgrades to the human resources information system (HRIS).
 - * A. Collect information from Human Resources staff and other sources and perform technical analysis of HRIS applications to identify needs and make recommendations related to design and setup.
 - * B. Participate in project planning and in system updates/training sessions conducted by the vendor.
 - * C. Test and implement modifications/enhancements, and troubleshoot and resolve errors/deficiencies.
 - * D. Serve as technical resource to staff on HRIS design and operation, including development of user instructions and providing assistance with issues/problems.

- * E. Participate in applicant tracking, position control, benefit plan, and other HRIS records maintenance activities.
 - * F. Develop database queries and provide reports as requested.
4. Participate in labor relations activities.
- * A. Compile data required by management to assist with the development of contract proposals.
 - * B. Participate in the review of drafted language to analyze effect on operations.
 - * C. Provide administrative support during management strategy meetings and bargaining sessions.
5. Perform related tasks.
- * A. Establish and maintain a variety of human resource files, records and databases.
 - * B. Prepare a variety of materials, including correspondence, reports, graphs, charts, tables and spreadsheets.
 - * C. Develop and maintain various tracking systems.
 - * D. Respond to routine inquiries and resolve routine issues/complaints from employees, retirees, applicants and others; refer more difficult issues to appropriate staff.
 - * E. Research laws and regulations related to human resource policies and procedures as directed.
 - * F. Provide backup to front office staff as necessary and administrative help at various meetings.
 - * G. Recommend revisions to human resources documents as necessary.
 - H. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- ❖ A. Graduation from an accredited institution with an Associate Degree in Administrative Office Specialist or closely related field, plus three (3) years of progressively responsible clerical and paraprofessional experience in a Human Resource office; or
- ❖ B. Five (5) years of experience as defined above; or
- ❖ C. A combination of education and experience determined by management to be equivalent.

Knowledge Requirements

- ❖ A. Basic knowledge of human resources and employee benefits principles, concepts and practices.
- ❖ B. Knowledge of human resources policies and procedures, civil service rules, bargaining unit contracts, and basic knowledge of federal, state and local laws and regulations governing human resources work.
- ❖ C. Knowledge of basic research and data analysis methods and techniques.
- ❖ D. Knowledge of modern office practices and technology.

- ❖ E. Knowledge of business letter writing and report preparation.
- ❖ F. Knowledge of the principles and practices of computerized records maintenance.

Skill Requirements

- ❖ A. Skill in communicating clearly and concisely, both verbally and in writing.
- ❖ B. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications, as assigned.
- ❖ C. Skill in providing exemplary customer service with a focus on compliance.
- ❖ D. Skill in auditing and processing a wide variety of personnel and benefits transactions.
- ❖ E. Skill in designing and maintaining accurate and effective filing systems.
- ❖ F. Skill in operating a variety of office equipment.

Ability Requirements

- ❖ A. Ability to use initiative and independent judgment within established policies and procedural guidelines.
- ❖ B. Ability to perform research, analyze and summarize data in both narrative and numerical form.
- ❖ C. Ability to work under pressures of time constraints and conflicting demands.
- ❖ D. Ability to establish and maintain effective working relationships with supervisors, coworkers, other employees and the general public.
- ❖ E. Ability to maintain confidentiality.
- ❖ F. Ability to read, interpret and apply a variety of complex materials and instructions, including laws and regulations, related to human resource and benefit administration.

Physical Requirements

- ❖ A. Ability to sit for extended periods.
- ❖ B. Ability to transport oneself to, from, and around the sites of projects, meetings and presentations.
- ❖ C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.
- ❖ D. Fine dexterity to operate computer, calculator and other office equipment.
- ❖ E. Visual acuity to inspect documents for accuracy.
- ❖ F. Ability to hear and speak sufficiently to exchange information in person and by telephone.
- ❖ G. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- ❖ H. Ability to attend work on a regular basis.

* Essential functions of the position

- ❖ Job requirements necessary the first day of employment

Anlst: JA	Class: 1821	Union: Confidential	Pay: 9	CSB: 20101005
CC:	Res:	EEOC: Paraprofessional	EEOF: Admin/Finance	WC: 8810

HUMAN RESOURCE BENEFITS TECHNICIAN

PURPOSE: Perform specialized paraprofessional duties related to employee benefits programs and human resource classification and selection processes.

FUNCTIONAL AREAS: Under general supervision:

1. Participate in the administration of employee benefits programs including hospital-medical, dental and life insurance programs; Section 125 Flexible Spending Accounts; and related programs.
 - A. Monitor and report on the performance of benefit providers and ensure that vendors adhere to contractual obligations.
 - * B. Assist with the administration of all hospital-medical insurance related programs, including low cost drug purchase programs.
 - * C. Assist with the coordination and administration of the leave of absence, FMLA, sick leave and return-to-work, and long term disability programs.
 - * D. Resolve benefit plan misunderstandings or problems by serving as liaison between employees and benefit providers and advocating for the employee when necessary.
 - * E. Participate in the development of benefit enrollment materials at appropriate times, and coordinate all open enrollments.
 - * F. Prepare and submit Retiree Drug Subsidy (RDS) program application materials.
 - * G. Process death claims.
2. Perform other duties related to benefit programs and participant education.
 - * A. Maintain awareness of benefit plan trends to participate in assessing the City's benefit needs and proposing changes in benefit plans.
 - * B. Research and prepare educational materials and/or presentations to inform employees and retirees about their benefit plans, and to assist them with the most effective use of their benefits.
 - * C. Recommend revisions to the Employee Benefits Handbook as necessary.
 - * D. Provide information to employees regarding benefit plans during orientation, open enrollment, pre-retirement, and as otherwise needed.
 - * E. Conduct meetings with terminating, retiring, or benefit-ineligible employees and/or their dependents to inform them of their right to continue insurance coverage under COBRA; and supervise the maintenance of COBRA accounts.
 - * F. Audit various billings for accuracy, research and reconcile errors, and process bills for payment.
3. Perform field and office work to collect on delinquent employee/retiree insurance accounts.
 - * A. Review and evaluate delinquent account files.
 - * B. Develop collection letters, notices and forms.
 - * C. Contact customers by letter or telephone to collect or to negotiate and arrange payment plans.
 - * D. Maintain records of correspondence and document collection efforts.
 - * E. Issue receipts for payments.

- * F. Monitor payment plans to ensure obligations are met.
 - * G. Provide recommendations that account balances be written off to bad debt.
 - * H. Refer accounts to attorney's office when legal action may be required.
4. Collect and analyze information required for contract negotiations.
- * A. Compile and maintain statistical data on current or proposed benefit plans to assist with management decisions and the development of management positions for contract negotiations.
 - * B. Assist with the revision of benefit-related policies and procedures, including revision of benefit-related contract language in the City's collective bargaining agreements.
 - * C. Assist with researching information for contract proposals, analyzing the effects of recommended proposals, and drafting proposed language.
5. Assist with other human resource work as assigned.
- * A. Supervise clerical functions related to all areas of human resources.
 - B. Assist with recruitment and selection activities.
 - * C. Respond to and/or conduct compensation and benefits surveys.
 - D. Participate in job analysis, job classification, and job evaluation work as assigned.
 - * E. Prioritize, assign, and monitor the quality of work of assigned clerical staff.
 - * F. Develop methods, procedures, work plans, timetables and staffing plans for assigned projects.
 - * G. Attend monthly insurance meetings and other meetings as assigned.
 - H. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- † A. Two (2) years of verifiable experience in employee benefits administration involving coordination and explanation of benefits programs, procedures, and eligibility criteria; or
- † B. A combination of education and experience determined by management to be equivalent.

Knowledge Requirements

- † A. Knowledge of employee benefits principles, concepts and practices.
- † B. Knowledge of research and data analysis methods and techniques.
- † C. Knowledge of governmental regulations and laws related to benefit plans.
- D. Knowledge of federal, state and local laws related to human resource management.
- † E. Knowledge of Social Security and Medicare benefits.

Skill Requirements

- † A. Skill in communicating logically, persuasively and accurately in oral and written forms.
- † B. Skill in microcomputer operations and associated software applications including word processing, database and spreadsheet.
- † C. Skill in applying sound business judgment in decision-making.
- † D. Skill in providing customer service and satisfaction with focus on compliance.

Ability Requirements

- † A. Ability to communicate both one-on-one and before groups for the purpose of obtaining or providing information.
- † B. Ability to work independently and to complete assignments from minimal information or instruction.
- † C. Ability to work under pressures of time constraints and conflicting demands.
- † D. Ability to develop and maintain effective working relationships with co-workers, supervisors, other employees, and citizens.
- † E. Ability to read and comprehend complex materials, often involving legal and technical matters in which the individual has little background or knowledge.
- † F. Ability to interpret and administer benefit contracts and documents.
- † G. Ability to perform research, prepare reports, and maintain records.
- † H. Ability to review processes and to compare information in order to identify discrepancies and deviating circumstances.
- † I. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
- † J. Ability to transport, usually by lifting and carrying, materials weighing up to 25 pounds per load for presentations.
- † K. Ability to attend work on a regular basis.

*Essential functions of the position

†Job requirements necessary on the first day of employment

Analyst: JA	Class #: 1821	Union: Confidential	Pay: 9
CSB: 20070306	CC: 20070312	Res #: 07-0208R	WC Code: 8810
EEO Funct: Admin/Finance		EEO Cat: Paraprofessional	