

Human Resources Specialist

FLSA: Administrative exemption

Summary: An incumbent in this position performs professional and technical work related to the planning, implementation, and administration of human resources activities, policies and procedures; and assists in the confidential work regarding labor relations and negotiations. This position may be assigned to work in any areas of human resources depending on the needs of the City.

Supervision

Supervision Received: Works independently under the broad general supervision of the Director of Finance.

Supervision Given: May be given supervisory responsibilities.

Job Environment

- The environment in City Hall is one of a typical business office environment, with electro-mechanical computer- and telecommunications-related equipment; exposure to noise from shredders, printers, copiers, telephones, and other computer-related equipment.
- Operates PC-based computer system and other office equipment.
- Has regular, daily contact with personnel and offices throughout the City Hall in answering questions and solving problems.
- Has access to public information files in the computer systems.
- Errors could result in the damage to or loss of information resulting in financial or legal consequences to the City.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position:

- Maintains all personnel files.
- Files all payroll related reports with outside government agencies, including 941 and unemployment.
- Annually reviews job descriptions and personnel policies and prepares appropriate amendments.
- Administers external benefit administrators/vendors and insurance companies, including payment of premiums and invoice reconciliation.
- Enters all employee information in the computer system and manages changes in rates of pay.
- Assists in confidential work regarding all aspects related to Human Resource departmental matters.
- Assists in the management of all aspects of health, dental, life, COBRA and any other employee benefit plan.
- Serves as liaison with the workman's compensation third-party administrator or agent.
- Prepares and distributes written and verbal information to inform employees of benefit programs such as insurance plans, worker's compensation, paid time off, pension plans, bonus pay and special employer sponsored activities.
- Provides excellent customer service to our employees through the timely and accurate resolution of routine and complex employee issues pertaining to City benefit programs.
- Participates in or assists in preparing information for use in grievance meetings, negotiations, or arbitration sessions.
- Represents organization at personnel related hearings and investigations.

- Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations.
- Develops human resources systems, forms, procedures and methods of record keeping; recommend new or revised city policies.
- Updates employee files to document personnel actions and to provide information for payroll and other uses.
- Responsible for data input and output reporting for accuracy and assists in the reconciliation of benefit invoices.
- Resolves employee/retiree/constituent complaints and administrative problems with insurance carrier representatives.
- Assists in the maintenance of insurance records (e.g., application, enrollments and claim records).
- Plans and conducts new employee orientation to foster positive attitude toward company goals.
- Keeps records of benefit plans participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.
- Conducts orientation for new employees.
- Serves on interview committee for new hires.

Typical Assignments

Administration

- Recruits, tests, and assists in the appointment of qualified persons into municipal service.
- Administers employee and retiree benefits to the extent benefits are provided
- Develops and implements employee training programs, education programs, and employee assistance programs.

Communication

- Develops and disseminates information to employees and retirees, regarding benefit plans, policy changes, and other human resource related issues.

Record Keeping

- Maintains centralized personnel records and data in accordance with Record Retention Policy.
- Reviews and updates City personnel policies and procedures and job descriptions at least annually.
- Implements and monitors position classifications and maintenance.

Labor Relations

- Monitors day-to-day administration of labor relations policies and practices.
- Advising and counsels City management in the development and application of labor relations policies and practices.

Recommended Minimal Qualifications

Education, Training, and Experience: Bachelor's degree in Human Resources, Business Administration/Management, human resource administration/management, or public administration and at least five years experience in human resource or benefit administration.

An employee in this classification must possess upon hire and maintain a valid Michigan Operators license.

Knowledge, Ability, and Skill:

Knowledge:

- Familiarity with database software.
- Familiarity with human resource systems.
- Some knowledge of training and supervisory techniques.
- Some knowledge of employee policies and procedures.

Ability:

- Ability to understand, speak, and write in the English language.
- Ability to read and interpret documents and write routine reports and correspondence.
- Ability to speak effectively before a group of persons.
- Ability to deal with customers who may become verbally combative in a telephone or personal situation.
- Ability to perform multiple tasks accurately and efficiently under time constraints.
- Ability to work both independently and cooperatively.
- Ability to exercise professional judgment and maintain confidentiality when necessary.
- Ability to apply the overall mission of a department to make executive support decisions.
- Ability to review several diverse reference sources and select and synthesize data for reports and other forms of correspondence.
- Ability to apply instructions and guidelines in the disposition of problems.
- Ability to type to meet standards in giving out information and referring callers.
- Ability to use diplomacy, discretion, and judgment in giving out information and referring callers.
- Ability to direct, review, and evaluate the work of other employees, as required.
- Ability to make decisions and take necessary actions.
- Ability to maintain composure during stressful situations.
- Ability to efficiently handle multiple tasks requiring a high degree of attention to detail.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral diagram, or schedule form.

Skills:

- Language skills including reading, writing and interpreting general business periodicals, professional journals and technical procedures, or governmental regulations.
- Mathematical skills to construe and apply mathematical concepts such as probability and statistical inference.
- Computer skills that encompass effective use of word processing, spreadsheet, email, and Internet browser software.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimal physical effort required to perform work under typical office conditions. While performing the duties of this job, the employee is regularly required use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand; walk and stoop; kneel, crouch; or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.