



HUMAN RESOURCES ASSISTANT

JOB DESCRIPTION

Department: Human Resources/Finance	Division: Human Resources
Work Location: City Building	Percent Time: Full-time (100%)
Job Type: Civil Service	FLSA Status: Non-exempt
Reports To: Human Resources Manager	Union: Non-union

JOB SUMMARY

Under general supervision, this position is responsible for providing administrative support activities for the Human Resources team. This position serves as the first point of contact for benefits information and is responsible for assisting with the coordination of the City's benefits programs to include, medical, dental, vision, life insurance, deferred compensation, flexible spending accounts, and IMRF and is responsible for ensuring accurate and timely data entry of materials into Munis. This position also provides professional-level administrative support to the human resource function as needed, including record keeping, file maintenance, and data entry.

Distinguishing features

Work is performed under close-to-general supervision and is reviewed by a professional staff member for accuracy, completeness, and adherence to policies and standards. The Human Resources Assistant is distinguished from the Human Resources Coordinator by the latter performing more responsible, full performance duties requiring greater independent judgment and a broader knowledge of principles and practices relating to benefits administration. Employees in this class may progress by noncompetitive promotion to the Human Resources Coordinator classification upon meeting the specific criteria-based promotion requirements of education, experience and performance. This position is distinguished from the Human Resources Generalist by the latter performing more responsible, full performance duties requiring greater independent judgment and a broader knowledge of principles and practices relating to talent acquisition, classification and compensation, benefits administration, organizational development, human resources compliance, and employee and labor relations.

ESSENTIAL FUNCTIONS

Benefits

- Administers various employee benefits programs, such as group health, flexible spending accounts, dental and vision, accident and disability, life insurance, and retirement benefits.
- Serves as liaison between employees/retirees and benefits companies; resolve claim problems as necessary. Communicates with representatives from vendors to discuss benefits/claims issues. Assists employees with health, dental, life and other related benefit

claims. Consults with retirees to review the process for continuing benefits after retirement.

- Works closely with the Accounting team to ensure that levels of coverage for all employees on benefits plan is accurate. Maintains documents related to employee benefits and ensures benefits changes are entered appropriately in payroll system for payroll deduction.
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- Reviews utilization data from the Employee Assistance Program to determine areas of special need.
- Schedules and assists with employee benefits orientations.
- Verifies the calculation of the monthly premium statements for all group insurance policies and maintains statistical data relative to premiums, claims and costs.
- Assists with administering FMLA leave and COBRA.
- Assists with coordinating workers' compensation claims with third-party administrator. Follows up on claims.
- Coordinates meetings designed to help employees obtain information and understand company benefits and other related incentive programs. Ensures distribution of required employee notices.
- Prepares and maintains employee reports, new-hire and other reports. Maintain and updates phone directory and other requested reports as needed.
- Coordinates special events, such as flu shot clinics.
- Assists with the preparation of Citywide benefits open enrollment to include the design and preparation of benefit material and literature; organizing, maintaining and updating benefits records and assists with the preparation of employee and retiree workshops.
- Assists with preparation of benefit cost projections for the annual budget.
- Assists with preparation of other benefit cost projections.
- Performs administrative support work to include verifying, compiling and recording statistical and narrative information for the preparation of reports and records, utilizes word processing and spreadsheet software.
- May assists with special projects and attend benefits seminars and conferences.

General Administration

- Actively supports and upholds the City's mission and values.
- Serves as a primary point of contact to assist employees, applicants and other external customers; screens and responds to general inquiries; provides general information on departmental policies and procedures or refers to appropriate staff member; responds to calls and emails; ascertains nature of the inquiry and refers to appropriate individual or provides assistance based on knowledge of situation.
- Performs administrative support work such as word processing, data entry and retrieval, creating spreadsheets and file maintenance; reviews forms, data and other information to ensure accuracy and conformance to established procedures and policies. Functions may include completing forms, reports, and questionnaires, and coordinating all incoming and outgoing mail.

- Assists with compliance matters as related to administration of employee benefits, including but not limited to HIPAA, COBRA, ACA Employer Mandate, Medicare data reporting, nondiscrimination testing, procurements, policy revisions, audits, surveys, subpoenas, and leave of absences.
- Coordinates City's drug and alcohol testing program in compliance with DOT requirements. Coordinates and manages record program for all drug and alcohol testing (pre-employment, random, reasonable suspicion, return to duty, and follow-up) drug.
- Prepares and maintains employee records, including creating and maintaining employees' personnel medical, workers' compensation, and I-9 files.
- Processes required documents through payroll and insurance providers to ensure accurate record-keeping and proper deductions.
- Collects information and discusses onboarding, payroll, benefits, and personnel processes and procedures with new and seasoned employees. Answers questions or direct individual to another resource; reviews and approves documents for accuracy.
- Balances and reconciles invoices and processes unemployment claims.
- Processes personnel actions to effect changes in employee status such as pay increases, transfers, promotions, Family Medical Leave Act (FMLA) leave, leave of absences, and terminations; computes salary changes or adjustments and retroactive pay according to established policies and procedures; enters payroll into the computerized system in accordance with established procedures and deadlines.
- Assists with maintaining position control information.
- Assists with salary cost projections for the annual budget.
- Assists with other salary cost projections, as needed.
- Supports HR staff with special projects, researches information application of policies and procedures.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from high school, possession of a GED, or equivalent and two years of professional experience performing increasingly responsible work. Professional experience in a relevant area of work is desirable.

Knowledge of

- Business English, punctuation, spelling, office practices and procedures, and operation of standard office equipment.
- Demonstrated proficiency in Microsoft Office software (versions 2007 or above), especially in Word, Excel and Access.
- Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

- Principles and procedures for personnel policies and procedures and compensation and benefits as it relates to payroll.

Skills

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.
- Mathematical reasoning and reading comprehension
- Customer service - Works with customers to assess needs, provides assistance, resolves problems, and satisfies expectations.
- Interpersonal skills – Demonstrates courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
- Cultural competence – ability to understanding the core needs of stakeholders and design services and materials to meet those needs strategically.

Ability to

- Learn and use a broad range of job related software and programs, including Munis, applicant tracking systems, and database management applications.
- Enter data quickly and accurately.
- Establish and follow detailed work procedures.
- Understand, explain, and apply laws, regulations, policies, and procedures related to human resources administration. Ensures compliance with and maintains knowledge of Civil Service rules and labor contracts.
- Conduct basic research, to keep abreast of and incorporate statistical studies, case law and/or legal requirements. Applies best practices as changes occur within the human resources field.
- Effectively listen, speak, write, and interact with a diverse group of individuals, coworkers, supervisors, departments, or the public in a cooperative, positive manner. Follows oral and written instructions.
- Maintain composure using calm, moderate tones, and appropriate language. Utilizes appropriate nonverbal mannerisms in handling difficult encounters.
- Work with a variety of City departments. Recognizes and protects confidential information.

Licenses, Certifications and Memberships Required

- None required

Special Requirements

- Pass a criminal background check.

Supplemental Information

Supervision received

- Works under general supervision, where non-routine work is checked occasionally.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Physical Demands and Working Conditions

- While performing the duties of this job, the employee is regularly required to talk, hear and see, and adjust focus for both distance and close vision. The employee is frequently required to sit, stand, walk, and reach with hands and arms. The employee may occasionally lift and/or move up to twenty (20) pounds in dealing with records or files. Sedentary, works primarily in a climate controlled environment. Requires continuous visual ability for use of computer, files and reports. Requires stooping, bending and minimal lifting.

Job Dimensions

- The purpose of interactions is to advise or counsel others to solve recurring and structured problems, and/or to plan or coordinate work efforts with other employees who are working toward common goals in situations where relationships are generally cooperative. Interactions are moderately structured and routine, and may involve employees in different functions, students, and/or the general public. These types of interactions require normal interpersonal skills.
- The employee carries out a group of procedures using the general methods and desired results indicated by the supervisor. Typically, standard operating procedures, handbooks and/or reference manuals exist for most procedures, but the employee must select from the most appropriate of several guidelines and make minor adjustments to methods. Unforeseen situations are normally referred to others for resolution. Assignments are related in function and objective, but processes, procedures or software varies from one assignment to another. Based on the assignment, the employee uses diverse, but conventional, methods, techniques or approaches. Employees in jobs at this level may perform work that is moderately complex, but normally performed within a fairly narrow and specific functional area.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above 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 to the position.

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

Class Specification History

Human Resources Assistant

City of Urbana

New class:

For HR/Finance Use

Job Class Code	Pay Grade 230
EEO Category 6-Administrative Support	LVL