

City of Madison

Job Description



Title: Human Resources Specialist

Department: Human Resources

FLSA Status: NE

Pay Grade: 108

New Position ☒ Position Change ☐ Effective Date 7/9/2001

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

This position provides a range of Human Resources Analyst professional level activities which are specialized duties benefits, compliance, recruitment, and employee relations. Incumbent is responsible for assisting team members in general duties, assist in the development of internal procedures, and support employees of the City of Madison.

Essential Functions/Major Responsibilities:

These duties may change based on City needs.

Benefits Administration

- Manages and oversees the City's benefits administration and programs.
- Manages employee death benefits.
- Manages and audits employee benefit deductions entries.
- Tracks and estimates budgeting for all benefits and payment of related providers.
- Manages unemployment insurance reporting and processes.
- Manages retirement systems processes (including proper classifications, such as Tier 1, Tier 2, Certified, Noncertified, and Part-Time or Temporary exclusions).
- Manages Fire Cancer Insurance and other optional benefit programs.
- Performs related detailed documentation and reporting.
- Works closely with employees and providers covering retirement and other benefit options and issues.
- Audits and reports benefit selection/usage numbers, costs and other data.
- Provides information to employees regarding benefit options and referring them to the proper sources (from open enrollment letters to options for retirement and separations).
- Evaluates and compares cost sharing of medical and other benefits with other municipalities through surveys and networking.

Safety, Workers' Compensation and Fit for Duty Coordination

- Manages City Safety programs, wellness programs, Employee Assistance Program (EAP) options and the Workers' Compensation processes, following best practices and new innovations.
- Manages the Drug Free Workplace program (reasonable suspicion, random testing, last change agreements, CDL and test reporting requirements, etc.) and tracks all activities, results and data; and provides a report to the Director.
- Manages, evaluates and tracks injuries/incidents and makes conclusions and recommendations, including detailed documentation and reporting.
- Manages Safety incentives.
- Evaluates ADA and medical certification and fit for duty.
- Manages FMLA, leave donations, military leave, and other leave procedures, consistent with policies and applicable laws.
- Works directly with Workers' Comp insurance and medical providers to minimize risk to the City and employees and expedite return to work.
- Works with Director and Legal, maintains detailed logs related to potential claims.
- Coaches and trains managers and employees regarding Workers' Compensation, current safety practices and guidelines, leave and donation procedures, wellness programs, ADA accommodations, fit for duty procedures.
- Tracks and analyzes data in these areas, makes recommendations for department and city-wide improvements based on current data and best practices.

Secondary Functions/ May Assist other team members:

- Manages the city's hiring processes, including job posting, recruitment, application verification, background and reference checks, drug and physical screenings, official offers of employment, and efficiently using the City's online application system throughout the process.
- Participates in interviews, follows department procedures, manages the FCRA form and prescreens applications.
- Performs employee exit and termination procedures.
- Manages employee files and records, provides timely verification of employment, and validates approval of such requests.
- Works closely with Director and Team, keeping Director informed of status of processes and issues.
- Drives to post office and other errands for conducting city business and occasionally for training.
- Performs other related duties as required.

Job Scope:

- The guidelines require judgment, selection, and interpretation in application.
- Requires ability to work with and minimize (whenever possible) various levels of conflict, working as a strong department team player.
- Must maintain confidentiality of personal, private, and sensitive information obtained or observed.

Supervisory Responsibility:

None.

Interpersonal Contacts:

- The employee has contact with co-workers, other employees, department heads and managers, vendors and benefits providers, spouses and dependent children of employees, and members of the public.
- The purpose of these contacts is to give or exchange information, resolve problems, provide services, motivate or influence people, or to negotiate or settle matters.

Knowledge, Skills, and Abilities:

- Knowledge of HRIS and Application Software knowledge and pay system skills, and ability to stay up to date with system changes.
- Knowledge of principles, practices and methods of modern personnel administration.
- Skill documenting procedures and training others in using the software.
- Skill in compiling correspondence and tracking various applicant and employee data, including an advanced level of competency with Excel, Word and email skills also highly preferred.
- Skill in designing and maintaining repeatable, consistent and accurate processes, including documenting and standardizing processes.
- Skill in electronic file management and retrieval.
- Skill in maintaining a high volume of employee and applicant records in an organized, consistent and accurate manner.
- Skill in the auditing processes to ensure consistency and accuracy of HR records.
- Skill in time management, project management, organization and prioritization skills.
- Skill in verbal and written communication for responding to public inquiry and writing advertisements and various correspondence and procedures.
- Skill working with electronic application software.
- Skilled at multi-tasking and managing multiple deadline-oriented priorities.
- Ability at making timely process improvements.
- Ability to establish and maintain effective professional working relationships and to work as a small productive team for team success.
- Ability to keep up to date with changing Human Resources policies, requirements and modern processes.
- Ability to maintain confidential and/or sensitive information, to exercise the utmost discretion, and to support management direction for the Department.
- Ability to make pay and deduction changes in the HRIS/Payroll system.
- Ability to pay attention to detail, follow-up skills and ability to work with minimal amount of supervision.

Education and/or Experience:

- Bachelor's degree in Human Resources, Accounting, Business or related field.
- Two (2) years working in a full-time Human Resources position, performing some of the duties of the position. A combination of experience and education may be utilized to meet minimum requirements.
- Experience with HRIS/Payroll systems, making pay and benefit changes.
- Experience with electronic application systems for the hiring procedures and onboarding.
- Experience interpreting and explaining related employment policies and requirements.

- Experience running reports in HRIS.
- Experience setting up electronic candidate application systems
- Experience documenting procedures and training others in using HRIS and electronic application systems.

Additional Requirements:

- SHRM-CP within 3-5 years of employment is preferred.
- Strong performance record and background required due to accessibility to records, property, employees and public. Current driver's license and strong driving record desired and records may be routinely checked by the City.

Job Conditions:

- Normal office working conditions.
- Job may require occasional work beyond 8-10 hours in a workday, and work on weekends.
- Job entails frequent interruptions and, at times, high volume.

Must be able to work on many projects/processes simultaneously at a high level of accuracy and consistency.

Physical Capabilities:

- This position's physical requirements involve sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending, or crouching.
- The employee frequently lifts light and occasionally heavy objects.
- The employee is exposed to machinery with moving parts.
- Employee must communicate verbally with employees and public.

Mayor Approval, Date

Department Head Approval, Date