

## **Human Resources Leave Specialist**

### SUMMARY/PURPOSE

To serve as the City of Duluth's primary point of contact for workers' compensation claims, and to oversee and administer leave of absence requests and accommodations requiring specialized attention, particularly those arising under the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), and federal, state, and local leave laws.

### SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Communicate with employees regarding their need for leave and/or modified work schedules, ensuring that employees are aware of their responsibilities and of any documentation and notice required to qualify for and to take leave.
2. Provide timely documents, communication, and information to employees, supervisors, and Benefits and Payroll staff in accordance with state and federal law, policy, and employment contracts.
3. Facilitate FMLA leave administration process from the employee's initial request for leave through the return-to-work, which includes gathering and completing all required paperwork, determining leave eligibility, designating leave as FMLA-qualifying, requesting medical certification as needed, and accounting for intermittent and reduced schedule leave use.
4. Communicate with employees regarding their needs for leave and/or modified work schedules to ensure they are aware of responsibilities and documentation requirements.
5. Educate employees on leave processes and procedures, and respond to leave questions and issues from employees or employer contacts.
6. Provide status updates and communication to employees, managers, and Human Resources personnel during employee leave.
7. Oversee the return-to-work process for employees returning from extended FMLA, workers' compensation, or other leave(s).
8. Manage and communicate with all parties to facilitate and schedule fitness for duty evaluations.
9. Facilitate other leave requests, which may include accommodation requests under the ADA.
10. Preserve confidentiality of employee medical documentation, files, and sensitive information, ensuring compliance with the Health Insurance Portability and Accountability Act (HIPAA).
11. Maintain and complete accurate records of leave and accommodation requests in accordance with specified legal requirements and best practices.
12. Assist with training and coaching of supervisory staff, employees, and unions on leave management practices.
13. Participate in developing, implementing, and monitoring policies, procedures, standards, and guidelines for determining and assessing leaves of absence.
14. Report employee leave information, coding errors, and applicable updates for payroll reporting purposes.
15. Establish and maintain a variety of human resource files, records, and databases.
16. Prepare a variety of materials, including correspondence, reports, and spreadsheets.
17. Develop, generate, and maintain various reporting tracking systems to measure and analyze utilization and other trends.
18. Communicate with workers' compensation insurance carrier and health care providers to ensure appropriate processing of claims.

19. Produce and manage reporting metrics and analytics for all leave cases and workers' compensation claims; present data as requested.
20. Research laws and regulations related to human resource policies and procedures as directed.
21. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
22. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
23. Other duties may be assigned.

### JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. Bachelor's Degree in Human Resources, Business Administration, Psychology, or a related professional field, and two (2) years of related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional human resources experience with a focus on leave management.
2. License Requirements
  - A. No specific licenses required.
3. Knowledge Requirements
  - A. Knowledge of workers' compensation law, FMLA, and the ADA.
  - B. Knowledge of human resources policies and procedures, bargaining unit contracts, and federal, state, and local laws and regulations governing human resources work.
  - C. Knowledge of problem-solving and conflict-resolution techniques.
  - D. Knowledge of applicable safety requirements.
  - E. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
  - A. Skill in providing exemplary customer service with a focus on compliance.
  - B. Skill in designing and maintaining accurate and effective filing and tracking systems.
  - C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
  - D. Skill in managing one's own time.
  - E. Skill in completing assignments accurately and with attention to detail.
  - F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. 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 various forms.
  - C. Ability to maintain confidentiality.
  - D. Ability to read, interpret and apply a variety of complex materials and instructions, including laws and regulations, related to human resources and leave management process.
  - E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
  - F. Ability to communicate and interact effectively with members of the public.
  - G. Ability to communicate effectively both orally and in writing.

- H. Ability to understand and follow instructions.
- I. Ability to problem-solve a variety of situations.
- J. Ability to set priorities and complete assignments on time.
- K. Ability to organize and prioritize work while meeting multiple deadlines.
- L. Ability to handle difficult and stressful situations with professional composure.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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