



HUMAN RESOURCES COORDINATOR

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

~~The Human Resource Coordinator is responsible for supporting all aspects of the human resources function, but specializes in administering and coordinating employee benefit plans. The Human Resources Coordinator acts as liaison between employees and insurance providers. This position resolves benefits related problems and ensures effective use of plans and positive employee relations. The Human Resources Coordinator ensures that certain plans are administered in accordance with federal and state regulations and that plan provisions are followed. This role also provides professional-level administrative support to the human resource function as needed, including record keeping, file maintenance, and data entry.~~

Under general supervision, the Human Resource Coordinator performs a variety of advanced administrative and technical duties that require a thorough knowledge of best practices, rules, regulations, laws, and operations in one of two human resource functions: benefits administration or talent acquisition. The position is responsible for overseeing programs and projects that support major areas of human resource operations, serving as a subject matter expert and liaison to City staff at all levels, vendors, employment candidates, and other internal and external customers. Work requires frequent interaction with existing and potential employees in a fast-paced environment, and requires frequent exercise of independent judgment and the ability to maintain extensive knowledge of policies and procedures regarding assigned program activities of the Human Resources Division, as well as strong decision-making ability and attention to detail.

Distinguishing features

The Human Resources Coordinator is distinguished from the Human Resources Assistant by the former ~~demonstrating thorough knowledge and understanding of benefit plan administration, policies, practices, and legal requirements governing employee benefit plans and health and welfare plans; in-depth working knowledge of HRIS systems; and knowledge and understanding of trends and innovations in the area of benefit administration.~~ performing more complex and responsible duties requiring greater independent judgment and a broader knowledge of principles and practices relating to a specific area of the human resource function. The Human Resources Coordinator is distinguished from the Human Resources Generalist by the latter demonstrating advanced, professional-level work in any of the following areas: recruitment and selection, classification and compensation, organizational development, human resources compliance, and employee and labor relations.

ESSENTIAL FUNCTIONS

- 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 **timely** to calls and emails; ascertains nature of the inquiry and refers to appropriate individual or provides assistance based on knowledge of situation; assists in monitoring the general HR email inbox.
- Works under the daily direction of the Human Resources Manager to develop, implement, and revise various human resources policies, practices, procedures, and programs.
- Conducts research and analysis, and makes recommendations to HR management to address issues and concerns related to assigned human resources function.
- Completes and presents a variety of studies, analyses, and reports in clear, concise formats appropriate to the topic and audience.
- Assists in the development of communication, marketing, and engagement strategies related to assigned human resources function.
- Contributes to content creation and editing as needed for website.
- Demonstrates continuous learning (e.g. classes, webinars, conferences) to stay abreast of current trends and enhance professional skills. Serves as a subject matter expert in assigned area, providing guidance to internal and external customers and ensuring best practices are maintained and helping to ensure compliance where necessary.
- Maintains confidential and protected information and records to include documentation supporting recommending actions related to sensitive employee related matters, investigations, or other protected employment related issue or activity.
- Leads special projects and attend job-related seminars and conferences.
- Performs other related duties as assigned.

Illustrative Examples of Work

Benefits

- Administers various employee benefits programs, such as group health, flexible spending accounts, dental and vision, accident and disability, life insurance, and retirement benefits.
- Assists employees and retirees with complex benefits-related matters include providing explanations of benefit policies and assisting employees with benefit payments in order to continue benefits through COBRA; coordinating benefits claims and assisting with completing various benefits forms. Coordinates employee claims for short and long-term disability with the disability carrier and the employee in order to process short and long-term disability checks. Distributes all benefits enrollment materials and determines eligibility. Enrolls employees with carriers and processes life-status changes.

- Work closely with the Accounting team to ensure that levels of coverage for all employees on benefits plan is accurate.
- ~~Maintains documents related to~~Reviews and approves employee benefits ~~and ensures benefits changes are entered appropriately in~~and prepares documents for processing through payroll system ~~for payroll deduction.~~
- Reviews utilization data from the Employee Assistance Program to determine areas of special need. Coordinates yearly mailing of Employee Assistance program materials.
- Schedules and conducts employee benefits orientations and exit interviews; calculates benefits payouts and processes insurance continuations.
- Administers FMLA leave and COBRA.
- ~~Reviews and responds to unemployment claims with appropriate documentation. Reviews monthly unemployment statements.~~
- Coordinates workers' compensation claims with third-party administrator. Follows up on claims.
- Responds to benefits inquiries from managers and employees on plan provisions, benefits enrollment, status changes and other general inquiries.
- Processes and administers all leave-of-absence requests and disability paperwork: medical, personal, disability, and FMLA.
- Verifies the calculation of the monthly premium statements for all group insurance policies and maintain statistical data relative to premiums, claims and costs. Resolves administrative problems with the carrier representatives.
- Reviews and responds to unemployment claims with appropriate documentation. Reviews monthly unemployment statements.
- ~~Review monthly unemployment statements.~~
- Obtains and interprets statistics and information in renewal process of health, life and other relevant benefit plans.
- Prepares and 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.~~
- Serves as Human Resources staff on the City's Insured Benefits Committee; prepares and distributes minutes and agenda; assists in reviewing and presenting annual insurance renewals.
- Distributes all benefits enrollment materials and determines eligibility.
- Coordinates the Citywide benefits open enrollment period 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. Implements Munis functionality for online open enrollment.
- Assists in coordinating the City's wellness program.
- Prepares benefit cost projections for the annual budget.

- Prepare other benefit cost projections, as needed.
- ~~Leads 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.~~
- ~~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.~~
- ~~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.~~
- ~~Processes personnel actions to effect changes in employee status such as pay increases, promotions, leave of absences, etc.; 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.~~
- ~~Updates and maintains position control information, and prepares position control information for annual budget.~~
- ~~Prepares salary cost projections for annual budget.~~
- ~~Prepares other salary cost projections, as needed.~~
- ~~Prepares and maintains employee records, including creating and maintaining employees' personnel, medical, workers' compensation, and I-9 files.~~
- ~~Conducts audits of benefits, personnel files, and other HR programs and recommends corrective action.~~
- ~~Balances and reconciles invoices and processes unemployment claims.~~
- Manages 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.
- Prepares annual compensation report, as required by Illinois Public Act 097-0609.

Recruitment and Selection

- Coordinates ~~Performs other related duties as assigned.~~ the talent acquisition process for assigned recruitments, to include developing and improving long and short-term recruitment strategies to ensure that diverse, qualified candidates apply for City job openings.

- Provides assistance to internal and external customers regarding City employment, recruiting, assessment, and hiring and promotional processes.
- Maintains the applicant tracking software system; organizes and maintains system data and applicant information; tracks system updates.
- Posts vacancies, places advertisements, and performs active recruiting activities; sources candidates to attract and invite qualified applicants for City employment.
- Administers entrance and promotional examinations; assists with identifying, proctoring, and facilitating entry-level and promotional examinations in the Police and Fire Departments; creates and maintains promotion lists in accordance with applicable rules, regulations, and laws.
- Processing applications and performs candidate screening; makes recommendations and provides guidance to hiring managers during the screening process.
- Schedules and facilitates job interviews; participates in the interview process; coordinates candidate travel arrangements when necessary; composes interview questions and materials.
- Provides timely notification to candidates at all steps of the selection process; maintains recruitment files/documents; ensures selection processes comply with applicable City policy, civil service regulations, collective bargaining provisions, and industry best practices.
- Coordinates and schedules pre-employment screening to include background checks, medical and physical examinations, other required screenings; maintains records of ensures confidentiality of related files and information.
- Drafts and reviews job offer letters for accuracy.
- Assists in drafting, revising, and updating job descriptions based on the needs of the organization to include ensuring the descriptions are accurate in describing major functions and duties of the position.
- Under the direction of the Human Resources Manager, negotiates job and salary offers; assists in maintaining internal equity in the City's compensation system.
- Interprets employment related mandates, requirements, and practices to provide recommendations and guidance to staff for staffing-related matters, to include knowing when to elevate questions or issues for clarification by higher authorities as needed to ensure compliance and limit liabilities related to staffing.
- Prepares Personnel Action Request Forms (PARFs) for new hires and promotions.
- Assists in preparing and presenting items to the Urbana Civil Service Commission; attends meetings as necessary.
- Updates and maintains online recruiting presence, including social media sites, the City's recruiting website, and other digital media.
- Designs recruitment marketing materials; ensures materials present the City as an employer of choice in all aspects of the recruitment process.

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:

- Bachelor's degree AND two years of professional experience in Human Resources or a related field; OR
- Associate's degree/60 hours of post-secondary educational credit AND four years of professional experience in ~~human resources~~ recruitment and selection and/or benefits administration.

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, and Munis.
- 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~~ of human resources industry best practices.

Skills

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Working understanding of human resource principles, practices and procedures.
- 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.
- Proficient with complex HR/payroll management systems, ~~preferably Munis and/or applicant tracking systems.~~

Ability to

- Proficiently 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 complex 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.~~
- This position works with highly sensitive and confidential information.

Supplemental Information

Supervision received

- Works under limited supervision: general directions are given with periodic status checks.

Level and complexity of supervision exercised

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

Security Level

- PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.

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

- Interactions with others are somewhat unstructured. The purpose may be to obtain information or to control situations and resolve problems. Interactions may be with individuals, or groups of co-workers, or the public, may be moderately unstructured, and may involve persons who hold differing goals and objectives. Individuals at this level often act as a liaison between groups with a focus on solving particular unstructured problems. Interactions at this level require considerable interpersonal skill and the ability to resolve conflict.
- The employee operates under general supervision expressed in terms of program goals and objectives, priorities and deadlines. Administrative supervision is given through statements of overall program or project objectives and available resources. Administrative guidelines are relatively comprehensive, and the employee need only to fill in gaps in interpretation and adapt established methods to perform recurring activities. In unforeseen situations, the employee must interpret inadequate or incomplete guidelines, develop plans and initiate new methods to complete assignments based on those interpretations. Assignments are normally related in function, but the work requires many different processes and methods applied to an established administrative or professional field. Problems are typically the result of unusual circumstances, variations in approach, or incomplete or conflicting data. Work may require the employee to develop new methods and to deal with many variables, including some that are unclear or conflicting.

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

New class: July 29, 2020

General revision: October 26, 2022

For HR/Finance Use

Job Class Code	Pay Grade 407 108
EEO Category 2–Professional	LVL