

HUMAN RESOURCES ASSISTANT I and II

Department: Human Resources

Division: NA

Appointing Authority: Director

Grade: NR2

Creation Date: 9/18

Bargaining Unit: NA

Definition:

Skilled professional performing routine and general, but highly responsible and confidential, clerical and administrative support functions and activities in assisting the Director and Generalist to discharge the duties of the office in the operation of a Human Resources Department within a collective bargaining environment including all special projects as assigned; employee and retiree benefit administration, database administration, establishing and maintaining personnel records and all other work as required that is logical to the position.

Supervision:

Works under the direct supervision of the Human Resources Generalist and to complete tasks with little supervision.

Performs duties in accordance with accepted municipal personnel administration principles and requires considerable independent judgment and decisions with review by the HR Generalist.

No supervisory functions, may work collaboratively with other personnel.

Environment:

Duties are performed under typical fast paced, high pressure office conditions and environment. Minimal physical effort required. Operates standard office machines such as computer, calculator, printer/fax and similar type equipment. Frequent interruptions to assist with telephone contact, walk-in employees, retirees or the public.

Has daily contact with employees, town departments, school department, other municipalities, outside organizations, agencies or regulatory entities, vendors, and the general public.

Performs varied and highly responsible tasks and functions requiring independent judgment and initiative to ensure compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Has regular access to or control of a high level of town and departmental confidential information including employee medical records, collective bargaining information such as negotiating positions, inter-departmental plans and programs; employee disciplinary and personnel records, and other records subject to non-disclosure or limited disclosure pursuant to statutory prescript.

Errors in judgment or administration decisions may adversely impact operations, cause significant legal or financial repercussions, cause confusion and delay, and significant loss of employee trust and confidence in departmental operations.

Requires the ability to represent and communicate the town's needs, opinions, policies/procedures and the ability to be persuasive and resourceful in bringing about an understanding of desired results.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)*

Under general supervision of the HR Generalist, functions independently in performing duties for the department requiring considerable research, independent judgment and decisions in performing broad benefit administration, administrative tasks, duties, and functions for the department.

Essential functions are the same for both Human Resource Assistant positions except in regards to benefit administration where one position is primarily responsible for active employee benefits and the other is primarily responsible for retiree benefits. Both positions will be crossed trained and will serve as back up for each other as needed.

(The assigned responsibility of the active benefits and retiree benefits administration is subject to change by the employer as the needs of the employer change.)

Responsible for personnel administration including: Field/triage phone calls, emails and employees/retirees or other public that come in; Responsible for departmental contacts whether by telephone, email, or in-person, greeting and assisting current or prospective employees or vendors, providing information or directions, and other general customer service. Responds to regularly occurring requests for assistance and information and provides answers requiring tact and friendliness.

Provide assistance to the Director and the Generalist including correspondence, special reports and forms, data bases, establish and maintain departmental electronic and manual office systems, general filing, photocopying or other HR administrative or clerical duties, handles highly confidential and sensitive information and confidential correspondence including the collection, distribution and filing of collective bargaining contracts; Responds to or drafts responses to general departmental contacts by mail, email or telephone.

Keeps calendar of the Director and coordinates meetings and appointments. Fields/triages requests to meet with the Director.

Provide research or investigative assistance when assigned to work on special projects. Assist in compiling statistical data and preparing various charts, graphs, and written summaries. Establish, develop and maintain MS Access databases and MS Excel spreadsheets as needed for reporting, analysis or statistical purposes. Responsible for updating HR web page on town web site of policies, insurance information, contracts, posting of jobs and all other HR related information.

Maintains contracts, benefit records, records of insurance coverage, including data entry, filing, reporting and ensures proper handling and storage of all employee health records.

Maintains office machines, including computers, printers, fax; if necessary calls for repair services; acts as liaison to I.T. triage problem center.

Develops, establishes, maintains and updates central filing systems for the Department; ensures confidentiality of information, departmental plans, personnel files, or other restricted access information within the guidelines of public disclosure law and retention periods. Retrieves information from files when needed; Processes unemployment requests.

Post and advertise vacant positions; Schedule interviews; seat applicants that arrive for interviews; send acknowledgement letters to all applicants; print questions for interviews; Conduct telephone reference checks; Send out new hire packets; Process new hire paperwork generated from orientation; Reviews forms to ensure forms are filled out completely and accurately, requesting missing information and documentation as needed; Process seasonal employment application. Track invoices for advertising.

Opens and processes office mail as appropriate; responsible for outgoing mail including operation of postage machine, monitors office supplies and maintains an office supply purchase need list.

Assists in collecting, compiling, and analyzing compensation and employment data from a variety of sources; completes salary and position surveys.

Train and provide back up for the HR assistant and HR Generalist as needed; Rotation of benefits administration to stay current with each position as requested. Assist each other when someone is behind on a priority item if time allows.

Miscellaneous duties include the maintenance of door access cards and holiday settings for door system, processing of CORI and SORI checks, distribute seasonal certification letters to applicable departments, schedule trainings based on information provided by HR Generalist, notify applicable department of I.D. badges needed for new hires, notify nurse of new hires if applicable, send exit lists to dept. heads for completion as needed, monitor AED equipment, auditing and archiving of various items, keep all orientation forms current and other related duties.

Active employee benefits administration: Works directly with and assists managers and active employees answering benefit questions, plan provisions and other general inquiries; updates information as necessary; ensures the accuracy of all benefit enrollments, status changes, terminations and insurance processes for active employees of the town, school, GCET and other outside agency(ies); Notify payroll of effective dates; COBRA processing of changes; responsible for census and data tracking programs for benefits; Updating of MS Access, MS Excel and online websites; Ensure changes are moved to proper insurance divisions/plans; Tracking of LOA; Performs quality checks of benefits-related data. Responsible for making sure bills from insurances are correct and up to date through conducting monthly reconciliation of all benefits and insurance invoices to actual changes made. Responsible for administrative and clerical duties related to employee benefits and any programs and initiative to promote the health and wellness of employees. Organize and oversee annual open enrollments; notify town, school, GCET and other outside agency(ies) of open enrollments; Processing changes from open enrollment; Notification to applicable departments of any insurance provisions; Notify Treasurer/Collector of any COBRA elections by employee or their dependent; Communicates with insurance representatives, third-party administrators to assist with resolution of questions, complaints, compliance, etc. as needed. Reconcile any insurance changes with budgetsense; Run monthly school termination report to verify all termed benefit eligible employees insurances were ended; Periodic audits of Accrue, census, insurances for active and termed; Audit and archiving for file retention; Performing administrative duties related to the Employee Assistance Program, Healthcare Flexible Spending Plan; Distribution of compliance forms related to benefits to meet required deadlines; maintaining benefits packet, periodically checking for revised forms and updating benefits packet, electronic folders, town website and paper packets with any form revisions as needed; Revise all check lists as needed that apply to your tasks; Keep procedure book current and updated on the duties and processes of your position at all times; Research questions through the procedure book or section 125 to confirm answer; update benefits exit letter for resignation, terms and retirees when revisions occur.

Retiree benefits administration: Works directly with retirees answering benefit questions, plan provisions and other general inquiries; updates information as necessary; ensures the accuracy of all benefit enrollments, status changes, terminations and insurance processes for retirees of the town, school and GCET; Coordinate with Retirement administrator of effective dates; COBRA processing of changes; responsible for census and data tracking programs for benefits; Updating of MS Access, MS Excel and online websites; Ensure retirees are moved to proper insurance division/plans post retirement; Performs quality checks of benefits-related data. Responsible for making sure bills from insurances and supplemental health plan are correct and up to date through conducting monthly reconciliation of all benefits and insurance invoices to actual changes made. Responsible for administrative and clerical duties related to retiree benefits and any programs and initiative to promote awareness to retirees regarding the health, wellness and cost savings. Coordinate annual presentation/seminar for up and coming retirees; Create annual Retiree packet; Notification to applicable departments of any insurance provisions; Provide annual Medicare list to Accounting; Notify Treasurer/Collector of accuracy on check copies received from them for OTC payments and insurance payments from employees, retirees, FHETC and MTRS so they can process turnovers;

provide retirement administrator with list of town retiree changes and MTRS changes online to MTRS; Communicates with insurance representatives, third-party administrators to assist with resolution of questions, complaints, compliance, etc. as needed. Periodic audits of Accrue, census and insurances for retirees; Audit and archiving for file retention; Distribution of compliance forms related to retiree insurances to meet required deadlines; updating electronic folders, town website and paper packets with any form revisions related to retirees as needed; Revise all check lists as needed that apply to your tasks; Keep procedure book current and updated on the duties and processes of your position at all times; Research questions through the procedure book or section 125 to confirm answer; update benefits exit letter for retirees when revisions occur.

Performs other related duties as required that is logical to the department.

Minimum Qualifications: *(Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.)*

Education and Experience: High School diploma required. Associates degree in HR or related field preferred and/or experience; Other training/certification may be substituted for the education; two years experience in HR and/or experience with min a personnel or municipal environment; benefits administration experience is highly preferred; or any equivalent combination of education and experience that enables performance of all aspects of the position.

Knowledge, Ability and Skill: Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems.

Ability to interact in a positive and effective manner, and to establish and maintain satisfactory work relationships with supervisors, coworkers, other departments, boards and commissions, the general public and personnel at all levels of authority. Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy. Ability to meet deadlines and work under constant time constraints.

Strong organizational skills in a multi-task environment required. Ability to plan and work independently, ability to work on and prioritize several on-going tasks. Ability to prepare routine correspondence, charts, graphs and reports utilizing computer office applications. Ability to work under general or minimal directions within specific set parameters. Must perform all aspects of job responsibilities with honesty and integrity.

Ability to keep accurate and detailed records; perform detailed work on multiple, concurrent tasks; apply organizational skills efficiently with attention to detail; ability to perform effectively and work under deadlines with frequent interruptions and to seek supervisory assistance as appropriate; to comprehend the full scope of departmental activities and policies, and the ability to independently initiate actions and make decisions in support of those policies.

Knowledge and skill in writing and communicating in a clear, concise, and well composed manner; ability to document conversations and issues; ability to think logically in order to be flexible and to work under guidelines or circumstances that may be fluid or changing from time to time.

Physical Requirements:

Frequent sitting, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 25 pounds.

Special Requirements: May be necessary to attend evening or weekend meetings on occasion. Must successfully pass CORI and SORI.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 09/07/2018 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Mayor

Date

Revision History: initial 10.10; 9.18