



TVF&R JOB DESCRIPTION

TITLE: Leaves and Benefits Specialist

DIVISION: Organizational Health

SALARY/WAGE STATUS: Grade 5

DEPARTMENT:

CIVIL SERVICE STATUS: No

FLSA CLASSIFICATION: Non-exempt

PERS CATEGORY: General Service

SUPERVISOR: Assigned Human Resources Manager

BARGAINING UNIT: No

SUPERVISION EXERCISED: None

SAFETY SENSITIVE: No

PRIMARY PURPOSE

Routinely performs professional technical duties and advanced administrative duties supporting the Organizational Health Division in the functional areas of leaves and benefits.

ESSENTIAL FUNCTIONS

The essential functions of this position include, but are not limited to, the following duties and responsibilities:

Position-Specific Functions

LEAVES: Processes workers' compensation claims, FMLA/OFLA leave requests, and ADA accommodation requests from beginning to end, including employee and management communication; interactive process with employees, their medical provider(s), and supervisors; and the facilitation of required documentation to ensure compliance with applicable state and federal laws as well as District policies and practices. Replies to SAIF inquiries for time and attendance reports for injured employees performing modified duty. Processes 801 injury reports with workers' compensation insurer and completes OSHA log and compliance reporting. Processes and files Employer At Injury Program (EAIP) requests for wage reimbursement and other EAIP workers' compensation benefits. Assists employees with requests for donated leave and coordinates with Payroll. Works with employees, Training, Finance, OHW, Operations, SAIF, Union HealthTrust, and Telestaff administrators to coordinate administrative aspects of all leaves, including modified duty assignments, associated hours tracking and reporting, records, and return-to-work process.

BENEFITS: Provides various advanced technical and administrative support to the benefits function, including presenting benefit information at new employee orientation and employee departure meetings; responding to benefit questions; processing enrollment, life event change forms, and COBRA/retirement benefits; troubleshooting employee and retiree benefit coverage and vendor billing issues; and assisting with the non-union's annual open enrollment process. Coordinates benefit marketing events, including overseeing the tasks associated with the completion of the event. Provides subject matter expertise in the area of preventative health and wellness benefits, including financial wellness, to the development of activities and promotional materials for the District's wellness program.

RECORD KEEPING: Audits, tracks, and files various benefits and leave-related employee forms, benefit plan documents and data in accordance with the Division's document retention schedule and in coordination with other division support staff, while maintaining strict confidentiality of all employee information.

BENEFITS/LEAVES ADMINISTRATIVE DUTIES: Performs administrative and clerical duties specific to leaves and benefits, including data entry into databases, spreadsheets, forms, internal benefits marketing publications, and employee resource documents; correspondence composition and distribution; note taking; document development; memo preparation; and miscellaneous transcripts. Updates the Organizational Health benefits, retirement and injury/leave web pages on the intranet. Posts and revises information and creates links to information necessary for employees and others to find. Coordinates benefits and leaves training; participates in content development and delivery of training. Develops and maintains documentation of workers' compensation, leave, accommodation, and benefits processing and system procedures and functions. Key facilitator for system enhancements to improve and automate processes with the focus on facilitating improved efficiency and accuracy, as well as a positive employee experience.

SPECIAL PROJECTS: Conducts research and analyzes data through a variety of sources, which may include the development and execution of internal surveys, and coordinates resources associated with benefit, leave, and ADA laws, as assigned.

Standard Functions

SECONDARY FUNCTIONS

Position-Specific Functions

Participates in committees as assigned, including the District's Safety Committee.

At the direction of the Human Resources Manager, may complete assignments in other divisional areas.

Provides back-up coverage to Organizational Health Assistant, as needed.

Standard Functions

Stays current in field of expertise by participating in conferences, seminars, meetings, and other learning and development events; and by monitoring literature in one's field for trends and changes occurring.

Other Functions

Must be prepared to report/remain at work during major emergencies, disasters, and some large emergency exercises with little or no notice. Must be able to meet this requirement without substantial delay by taking appropriate steps for individual and family preparedness.

May receive assignments well outside of job description or normal chain of command during major emergencies, disasters and some emergency exercises.

Performs other duties as assigned.

JOB QUALIFICATIONS

This section describes the required and preferred education and experience qualifications, followed by competencies associated with performing the job functions. The education and experience minimum requirements below are those typically required for performing the job functions (unless specifically noted to be *preferred*). Equivalent combinations of education and experience may be considered.

Education

Associate degree, preferably in business administration, business management, or related field. Bachelor's degree preferred.

Experience

Four years of experience in a human resources business unit with two and a half years reviewing, tracking and processing workers' compensation, FMLA, and ADA accommodation requests.

Certifications & Licensures

Human resources certification (e.g., CEBS, PHR, SHRM-CP, etc.).

Position-Specific Requirements

Knowledge of concepts and principles of general human resources management.

Thorough level knowledge and understanding of applicable local, state, and federal laws rules and regulations related to human resources practices, specifically Oregon Family Leave Act (OFLA), Family Medical Leave Act (FMLA), workers' compensation, and Americans with Disabilities Act (ADA) laws.

Ability to perform the full range of duties, working independently, applying well-developed subject knowledge, and exercising judgement and initiative within established guidelines.

Ability to identify and analyze employee, administrative, operational, organizational, and vendor issues; evaluate alternatives and reach sound, logical, and fact-based conclusions; and develop sound and persuasive recommendations.

Strong ability to provide accurate verbal and written communication of complicated information while delivering professional and sensitive support to District employees who may be under stress or in crisis.

Ability to organize and prioritize multiple tasks and perform within expected standards of quality, quantity and timeliness on those tasks as determined

by the supervisor.

Advanced knowledge of Outlook, Word, and Excel. Ability to efficiently and effectively learn and manipulate other District computer programs as needed.

Standard Requirements

Knowledge of standard office procedures as well as of standard business etiquette.

Knowledge and use of proper business English grammar and language rules, proper spelling, and all other knowledge required to produce written documents with a high level of accuracy and professionalism.

Ability to travel throughout the District to various work site locations in order to fulfill the essential functions of the position. Must possess a current, valid driver's license, and maintain a driving record insurable by the District's insurer in order to drive a District-owned vehicle or drive a personal vehicle for District business.

Ability to read and understand, and communicate effectively in English, both orally and in writing.

Ability to function effectively in a fast-paced stressful environment with frequent interruptions, multiple simultaneous assignments, and rapidly changing priorities, while maintaining a calm demeanor.

Ability to frequently exercise discretion regarding confidential or sensitive information.

Performance of some functions requires reporting regularly and on-time to assigned work location.

TVF&R Core Competencies

Ethical Integrity

Adheres to an appropriate and effective set of core values and beliefs during both good and bad times. Acts in line with those values. Rewards the right values and disapproves of others. Practices what is preached. Generates trust by keeping confidences, admitting mistakes and not misrepresenting self for personal gain. Is willing to stand up and be counted.

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers. Gets first-hand customer information and uses it for improvements in services. Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect.

Compassion

Genuinely cares about people. Is concerned about their work and non-work problems. Is available and ready to help. Is sympathetic to the plight of others not as fortunate. Demonstrates real empathy with the joys and pains of others.

Drive for Results

Enjoys working hard; uses time effectively and efficiently. Is action oriented and full of energy for the things seen as challenging. Perseveres, especially in the face of setbacks. Steadfastly pushes self and others for results.

Decision Quality

Makes good decisions based on mixture of analysis, wisdom, experience, and judgment. Most of one's solutions and suggestions turn out to be correct and accurate when judged over time.

Interpersonal Savvy

Relates well to all kinds of people--up, down, sideways, inside and outside the organization--building constructive and effective relationships. Builds appropriate rapport; uses diplomacy and tact. Can defuse even high-tension situations comfortably. Can quickly find common ground and solve problems for the good of all. Can represent own interests and yet be fair to other groups. Practices attentive and active listening; has the patience to hear people out. Is easy to approach and talk to.

Dealing with Ambiguity

Can effectively cope with change. Can shift gears comfortably. Can decide and act without having the total picture. Isn't upset when things are up in the air. Doesn't have to finish things before moving on. Can comfortably handle risk and uncertainty.

Personal Learning

Knows personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve self. Seeks feedback; is open to criticism and receptive to discussion of shortcomings. Understands that different situations and levels may call for different skills and approaches; picks up on the need to change personal, interpersonal, and managerial behavior quickly. Watches others for their reactions to attempts to influence and perform, and adjusts. Works to deploy strengths. Works on compensating for weakness and limits.

PHYSICAL REQUIREMENTS

Ability to perform those physical activities required for performing essential functions, including but not limited to, frequent sitting, ability to be mobile, frequent keyboarding, frequent talking and hearing in person and over the phone, and continual seeing.

Additional Description

N/A.

Weight

	Weight	Frequency
Ability to lift, carry, push, and/or pull weights up to:	N/A	N/A

Fitness for Duty Assessment

Fitness for duty assessment required:

No

WORKING CONDITIONS

8810--Office Clerical

Work is normally performed in an interior office setting separated from operations. Travel is generally limited to other TVF&R offices, though incidental travel to operational sites within the District and sites outside of TVF&R offices may occur in the performance of job duties. Work in this category involves minimal exposure to hazards or adverse environmental conditions.

Working Conditions--additional description

N/A.

JOB CHARACTERISTICS

Complexity of job tasks

Predominant work involves various activities involving different, unrelated, but established processes/methods.

Predominant work involves multiple levels of tasks and subtasks which are interrelated or entangled in ways that differ from one circumstance to another.

What needs to be done involves analysis of available information to identify inter-relationships and select an appropriate course of action from a number of options—some not always evident—requiring sound judgment.

Problem solving

Predominant work involves a wide range of issues and the range of solutions is more varied.

Problems arise relatively frequently and require detailed information gathering, analysis and investigation.

Different innovative techniques and methods are applied or a range of imaginative solutions/responses developed.

Initiative and originality are required in developing and modifying existing approaches to tackle new issues and situations.

Management responsibility/Resource accountability

No formal supervisory responsibility, though may assist with work familiarization, initial training and support to new or less experienced colleagues.

Prepares routine financial and resource information.

Accountable for effective use of own resources. Uses equipment with reference to established procedures and practices.

Decision making

Predominant decisions are within defined parameters and related to an area of responsibility.

Predominant decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.

Provides information and advice which may be taken into consideration by other decisions makers.

Predominant actions of the role impact operational efficiency and output, or service delivery for a work area over the short to medium term with limited risk exposure.

Accountability to outcomes

Accountable for the setting of own priorities beyond a day-to-day basis.

Accountable for planning own work goals and priorities that align with and achieve own and team outcomes.

Responsible for the accuracy and timeliness of advice provided in relation to an area of responsibility and awareness of the impact of emerging issues on activities.

Accountable for the achievement of own results which contribute to team goals.

Contacts and relationships

Communicate with and provide information and advice to a range of stakeholders.

Liaise with stakeholders and assist to resolve moderately complex issues.

Provide quality advice to stakeholders and deliver a responsive service within an area of expertise.

Represent the work area at internal and, occasionally, external meetings and conferences.

ACKNOWLEDGEMENT

This job description describes the general nature of the work performed by employees assigned to this job class. It contains a list of required responsibilities and duties. It is not intended to be a complete list, and employees assigned to this job class may occasionally be required to perform duties and handle responsibilities that are not specifically addressed in the assigned job description.

I have been given the opportunity to speak with my supervisor about any portion of the job description that I do not understand. I have reviewed and understand the job description for my position. I acknowledge that I am responsible for performing the essential functions, duties, and responsibilities described in this job description.

PUBLICATION HISTORY

Creation date 6/24/22

Revision summary (after 2016 Halogen implementation)
