CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Benefits Coordinator – Leave and Accommodations** **E-PLAN**
SG:E2-6
DEPARTMENT: **Human Resources** **CS:N**
FLSA:N
EEO4CODE|SOC:PR|13-1141

JOB SUMMARY:

Works collaboratively, but independently under general supervision in carrying out complex work in administering leave programs such as Family Medical Leave Act (FMLA), Washington Paid Family and Medical Leave (WAPFML), and the accommodation process under the Americans with Disabilities Act (ADA). Provides direct service to employees. Works closely with human resources colleagues, payroll staff, and department managers to ensure coordination of leave programs administered by the City. Stays informed of new employee leave related laws, regulations and trends. Works in a highly sensitive public setting with a variety of statutes, regulations and collective bargaining agreements.

SUPERVISORY RELATIONSHIP:

Reports to the Employee Benefits Manager. Work is performed under general supervision and the guidance of applicable federal and State statutes and regulations, collective bargaining agreements, and City and departmental policies and procedures. Oversees the daily work of department support staff, as assigned. May supervise employees, interns, volunteers, or temporary employees as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

Leave Programs:

1. Administers leave programs and policies in accordance with federal and state employment laws (e.g., FMLA, ADA, USERRA, WAPFML, Pregnancy Discrimination Act), City of Bellingham Policies and Procedures and Collective Bargaining Agreements.

2. Serves as subject matter expert for Citywide leave programs under the general direction and guidance of Human Resources Department leadership. Takes a leading role in interpreting and implementing new leave laws, policies and processes.

3. Reviews and approves/denies leave requests based on relevant medical information, military orders or other criteria to ensure compliance with applicable laws, policies, procedures and collective bargaining agreements. Works directly with City employees to ensure all relevant documentation is submitted for timely review. Consults with Benefits Manager to resolve complex leave requests as necessary.

4. Coordinates administrative aspects of leave ensuring appropriate and timely communications and notifications and tracking hours used/taken. Works closely with HR Account Managers, Department Managers, Timekeepers and Payroll to ensure that leave

tracking and pay for City employees on leave is accurate and in compliance with applicable laws, policies and processes.

5. Coordinates with Safety and Workers' Compensation staff on time loss tracking which overlaps with other types of leave.

ADA Accommodation:

6. Coordinates the reasonable accommodation process under the ADA and applicable City policy. Collaborates with the Legal Department, HR Account Managers and department managers in engaging in the interactive process of evaluating requests for accommodation, identifying accommodation options and assisting with implementation of reasonable accommodations.

General:

7. Performs or directs the work of assigned staff to organize, update, maintain, purge and archive databases, files, records and other documents according to guidelines. Ensures maintenance of confidential information in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

8. Develops policies, procedures and guidelines; recommends changes to HR leadership. Participates in the implementation or communication of approved policies and procedures.

9. Assists with Wellness programming.

10. Cross trains and acts as back up to Safety and Workers' Compensation staff in their absence.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature and level.

2. May supervise lower classified staff, as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Employee benefit programs and procedures.
- All applicable employment, benefit and leave laws and regulations especially those relating to FMLA, WAPFML, and ADA.
- Standard and business English usage, punctuation, spelling, grammar, and format.

Skill in:
- Excellent oral communications skills with groups and individuals.
- Strong public presentation skills.
- Problem analysis and decision-making.
- Interpersonal sensitivity, adaptability/flexibility, tolerance for ambiguity, stress tolerance, maintenance of composure, time management and the ability to solve problems with and for individuals and groups.
- Proficiency in computer applications including skill in using spreadsheets, word processing, and database management software.

- Leadership skills including the ability to delegate work and plan, organize and evaluate the work of others.

Ability to:
- Prioritize several tasks, work independently and meet deadlines in an environment of frequent interruptions.
- Maintain accurate and complete record system including the use of computer software applications and hardware.
- Maintain the confidentiality and privacy of privileged communications, including employee medical information.
- Manage medical and vocational resolution of cases involving employee disabilities.
- Evaluate, recommend and implement improvements to assigned program areas.
- Efficiently and accurately utilize a variety of standard office equipment and software applications.
- Demonstrate a commitment to Accessibility, Diversity, Equity and Inclusion (ADEI);
- respects, values, and encourages the unique dimension each employee adds to the organization. Seeks opportunities to learn from differences.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
    - This is a stationary position which may require sitting or standing for long periods of time;
    - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
    - Frequently communicate accurate information and ideas with others;
    - Occasionally travel between worksites;
    - Occasionally transport objects up to 25 pounds.

WORKING ENVIRONMENT:

Work is performed in an office environment with occasional fieldwork where City field or satellite work is conducted. Works extensively at a computer workstation. Occasional overnight travel to conferences and training sessions. May be required to work evening and weekend hours, as assigned. Exposure to outdoor weather conditions is minimal.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Baccalaureate degree with major course work in human resources, public or business administration, or a related field.
- Two years of FMLA leave administration experience.
- Relevant experience administering ADA programs preferred.
- Relevant experience with a public sector employer preferred.

OR

- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

– Employment contingent upon passing a criminal background check.

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