



Office of Human Resources  
HR ADA Administrator - CA3010

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### General Statement of Duties

Performs full performance professional-level work on the oversight and case management for employees with disabilities, including leaves of absence and reasonable accommodations for city employees under the Americans with Disabilities Act (ADA). Establishes and administers the employee eligibility and ongoing compliance of ADA cases for the city.

### Distinguishing Characteristics

This class is responsible for establishing employee eligibility under the Americans with Disabilities Act, performing oversight and case management while ensuring compliance with related laws, career service rules, and other regulations and guidelines. Employees in this class may work in cases that fall under the Family Medical Leave Act or other types of leaves but the focus and predominant duties of these positions relate to the Americans with Disabilities Act. Positions whose primary and majority duties are focused on employee Family Medical Leave or other types of leaves not under the ADA, including case management, compliance, and other related laws, regulations, and guidelines should be classified as HR Leave Administration Coordinator.

### Level of Supervision Exercised

By position, performs lead work and/or supervises human resources staff.

### Essential Duties

Establishes employee eligibility under the Americans with Disabilities Act by working with employees, healthcare providers, and other stakeholders. Performs case management by initiating, tracking, and administering the interactive process for employees who qualify for ADA accommodations providing job protection under the Americans with Disabilities Act and related regulations, city policies, rules, and other guidelines.

Identifies proposed employee accommodations that are fair to the employee and the organization. Collaborates with stakeholders to solve problems and recommends alternative actions to resolve accommodation complaints and compliance concerns and modifies or adjusts accommodations as appropriate.

Utilizes case management tracking system for documenting sensitive or confidential medical information. Reviews and validates medical documentation and determines if a medical condition qualifies for ADA while maintaining privacy. Requests medical recertification at appropriate intervals.

Communicates and corresponds regarding the case and ongoing accommodation requests with the employee and the employee's health care provider, management, HR Business Partners, City Attorneys, and other stakeholders.

Ensures compliance with laws and regulations and recommends changes to internal processes and procedures as they relate to regulatory or legal changes. Recommends and participates in changes to related internal policies and career service rules.

Researches job specifications and conducts meetings with employees and managers to understand the essential functions of the position under review.

Issues denial decisions and discusses issues concerning undue hardship with stakeholders to show that there is not a discrepancy or that discrimination is not a factor in the decision.

Coaches and guides management on the proper documentation to prepare a hardship statement. Reviews hardship statement and decides if the request is supported and if a request is not supported, and advises management on alternative recommendations or solutions. Facilitates arrangements and documents process for job reassignments if no reasonable accommodations can be made in the current role.

Conducts case audits to drive quality and compliance standards. Identifies trends or patterns to determine process or service performance improvements. Generates reporting metrics and analytics reflecting caseload, updates, and trends.

Develops and conducts training on ADA and the city's ADA processes. Prepares presentations to educate employees and management on the city's ADA process.

Serves as a subject matter expert on leave and accommodations. Advises managers and team members on the interaction between FMLA, ADA, paid time off, and disability benefits.

Issues case closure documentation, communicates outcome to stakeholders and updates appropriate systems upon employee's release to return to work.

By position, assists with leave case management duties including those employees eligible under the Family Medical Leave Act.

By position, assists with temporary limited duty and modified duty programs in support of the city's workers compensation programs.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Customer Service** - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Planning and Evaluating** – Establishes objectives and strategies for a functional area, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

**Problem Solving** - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Knowledge & Skills**

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Knowledge of federal and state laws and regulations with respect to Department of Labor laws as it relates to FMLA, ADA, HIPAA and Workers Compensation.

**Education Requirement**

Bachelor's Degree in Business Administration, Human Resources, or a related field.

**Experience Requirement**

Five (5) years of administrative or human resources experience which must include two (2) years of disability case management.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to pressure for multiple calls, inquiries, and interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: perceiving the nature of sound by ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Sitting: remaining in the normal seated position.

Stooping: bending the body by bending the spine at the waist.

Talking: expressing or exchanging ideas by means of spoken words.

Vision Near acuity: ability to see clearly at 20 inches or less.

**Background Check Requirement**

Criminal Check

Education Check

Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-811**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 7/17/2020**

**Revised By: BM**

**Class History: Change title from HR ADA Coordinator to HR Disability and ADA Partner and re-vamp entire classification.**