General Statement of Duties

Manages ADA cases for City. Coordinates efforts to provide employees with reasonable accommodations.

Distinguishing Characteristics

This class is part of the Disability and Other Leaves of Absence Functional Area and the Leave Administration Coordinator Job Series. This class performs complex, senior-level professional work in the area of leave administration, which may include serving as a lead or providing guidance to more junior roles. This job series encompasses the following job classifications and a summary of their essential job function is as follows:

• Leave Administrative Coordinator: This job is the first level of a two-level series. The essential function of this job is to manage Family Medical Leaves of absence and disability leaves for City employees while ensuring compliance to regulations, provide training and advice to supervisors and employees, and serve as a resource for the Leave Administration team.

• HR ADA Coordinator: This job is the second level of a two-level series. The essential function of this job is to manage ADA cases for the City and coordinate efforts to provide employees with reasonable accommodations.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

By position, performs lead work.

No supervisory responsibility.
**Essential Duties**

Performs case management by initiating, tracking and handling the Interactive Process for employees who qualify for ADA accommodations providing job protection under the Americans with Disabilities Act.

Utilizes case management tracking system for documenting communication to and from the Health Care Provider, Employee, Management, HR Generalist, and sometimes a City Attorney.

Identifies proposed accommodations to clients that are fair to employee and the organization.

Conducts face-to-face meetings with employees and managers to understand the essential functions of the job.

Discusses issues concerning undue hardship with stakeholders to show discrepancy or discrimination is not a factor in the decision.

Facilitates arrangements and documents process for job reassignments if no reasonable accommodations can be made in the current role.

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

Serves as ADA subject matter expert.

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 experience in a leave administration environment.

**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-809
FLSA Code: Y
Management Level: 9
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 3/3/19
Revised By: Greg Thress
Class History: Job Title revised