General Statement of Duties

Manages Family Medical Leaves of absence and disability leaves of absence for City employees while ensuring compliance to regulations. Provides training and advice to Supervisors and Employees. Serves as a resource for Leave Administration team.

Distinguishing Characteristics

This class is part of the HR Leave Administration Coordinator Job Series. This job series encompasses the following job classifications and a summary of their essential job function is as follows:

- HR Leave Administration 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 Leave 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 in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, function, or project.

Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under administrative direction, the employee has personal accountability for carrying out the work objectives of an organizational unit, section, or function within the scope of established guidelines and the mission of the agency or department.

Interpersonal Communication & Purpose

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

None
Essential Duties

Develops a comprehensive approach to the administration and oversight of FMLA across the City agencies that is consistent with identified best practices to manage and maintain an effective absence management program for City and County of Denver employees.

Establishes process and policy for compliant, integrated leave management programs.

Manages daily operations to ensure effective intake, processing and case management of claims related to Family Medical and Disability leave.

Serves as subject matter expert to interpret policy and guide HR professionals and agency management teams on compliance and administration of Leave practices across the City.

Resolves conflict in client/employee issues.

Assesses individual and collective team performance against established goals and benchmark.

Analyzes trending of cases to determine targeted opportunities for improvements related to process or service performance.

Conducts case audits to drive quality and compliance standards.

Develops and delivers manager and supervisor training to increase understanding of process to uniformly administer the City’s leave policies and limit liability.

Works with City Attorney’s office to review challenging cases.

Updates rules and establishes guidelines outlining employees leave rights and responsibilities.

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

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.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.
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.

**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**

Two (2) years 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-807
- **FLSA Code:** Y
- **Management Level:** 10
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:**
- **Revised By:**
- **Class History:**