General Statement of Duties

Initiates, manages, and closes leave of absence cases related to FMLA and disability. Communicates with employees, management, insurance, and healthcare professionals and manages timelines.

Distinguishing Characteristics

The HR Leave Technician is distinguished from the Human Resources Technician, which performs full performance paraprofessional work assisting, coordinating, and administering a variety of complex and specialized human resource functions, programs, and activities. While the Leave Technician is also responsible for administering a human resource function, the classification requires specialized knowledge on federal regulations, including the Family Medical Leave Act (FMLA) and the Americans with Disabilities (ADA), as well as internal leave administration policies and practices.

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 receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

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.

Contacts with people under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised

None

Essential Duties

Manages Team email box, responds and forwards mail requests to appropriate parties.

Opens, manages and creates follow-up tasks for new FMLA and leave of absence claims.
Ensures FMLA documentation is completed and in compliance to federal timelines.

Manages claim and creates follow-ups to ensure required adherence to claim process.

Monitors the timeline for provided paperwork and provides eligibility, timely denial, approvals etc.

Asks appropriate questions and provides case management consistent with team.

Explains difficult information to employees and attempts to obtain clarification from the employee’s doctor.

Reviews paperwork and all medical information to make determinations.

Completes Return to Work process to ensure employees timely and successful return to work.

Communicates employee work status with management.

Prepares documents to transition an employee to ADA in situations of FMLA exhaustion or when an employee does not meet eligibility requirements.

Works with 3rd party vendor for management of STD cases.

Participates in training on leave administration and applicable regulations.

Attends training sessions to learn concepts, principles, practices and applications of human resources work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Performs other duties as assigned or requested.

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.

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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.

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.

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.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
**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.

Knowledge of the City’s Disability vendor.

**Education Requirement**

Graduation from high school or the possession of a GED, HISET or TASC Certificate.

**Experience Requirement**

Three (3) years of experience in a leave administration environment.

**Education & Experience Equivalency**

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**

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

- Sitting: remaining in the normal seated position.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Fingering: picking, pinching, or otherwise working with fingers.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Repetitive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.
- Near Acuity: ability to see clearly at 20 inches or less.
- Depth Perception: ability to judge distances and space relationships.
- Field of Vision: ability to see peripherally.
- Color Vision: ability to distinguish and identify different colors.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification
## Assessment Requirement
None

## Probation Period
Six (6) months.

## Class Detail
Pay Grade: A-616  
FLSA Code: N  
Management Level: 10  
Established Date: 9/21/2018  
Established By: Lori Schumann  
Revised Date:  
Revised By:  
Class History: