



## Office of Human Resources HR Leave and ADA Manager - CA3009

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### General Statement of Duties

Manages daily Leave Administration Team operations to ensure effective intake, processing, and case management of claims related to Family Medical Leave and disability leave. Provides training to supervisors and managers on leave policies. Oversees and administers the federal FMLA and ADA programs for the City of Denver. Ensures City employees receive entitled benefits for medical disability, i.e., short-term disability and facilitate timely return to work.

### Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Leave and ADA Manager class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city-wide Human Resources Office by establishing a multi-year vision and strategic plan for the organization while ensuring alignment with the city's broader organizational and human resources goals and objectives and ensures the organization accomplishes annual goals and initiatives.

### Essential Duties

Develops a comprehensive approach to the administration and oversight of FMLA and ADA across the City agencies.

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 client/employee issues.

Monitors performance and process improvement.

Assess individual and collective team performance against established goals and benchmarks.

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 process understanding for uniformly administering the City's leave policies and liability limits.

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

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

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other 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**

**Analyzing** - Analyzes data and all other sources of information, patterns, and relationships. Demonstrates an understanding of how one issue may be a part of a much larger system.

**Deciding and Initiating Action** - Takes responsibility for actions, projects and people; makes quick, clear decisions why may include tough choices, after considering risks

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Relating and Networking** - Easily establishes good relationships with customers, partners, and staff. Relates well to people at all levels; builds expansive and effective networks of contacts.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### **Knowledge & Skills**

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

### **Level of Supervision Exercised**

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

### **Education Requirement**

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

**Experience Requirement**

Five (5) years of professional level human resources experience including three (3) years supervising staff.

**Education & Experience Equivalency**

Two (2) years 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 long, irregular hours.  
Subject to pressure for multiple calls, inquiries, and interruptions.  
Subject to varying and unpredictable situations.

**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 and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Oral Comprehension: Ability to discern the meaning of oral speech.  
Sitting: Remaining in a stationary position.  
Stooping: Positioning oneself low to the ground.  
Talking: Communicating ideas or exchanging information.  
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.  
Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check  
Education Check  
Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-814**

**FLSA Code: Y**

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

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**