

CITY OF MARLBOROUGH
HUMAN RESOURCES
ADMINISTRATIVE ASSISTANT

DEFINITION/PURPOSE

This position is the first point of contact for Human Resources services. Candidate performs highly responsible administrative and support services for the Human Resources Office. Oversees daily human resources responsibilities including coordination of the City's Worker's Compensation program; maintains personnel records; department bills, FMLA leaves and assist with on-boarding and exiting paperwork. Position performs complex and confidential human resources functions in a busy fast-paced environment and requires considerable exercise of judgment and initiative, as well as knowledge of relevant City and State laws.

ESSENTIAL JOB FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Responsible for the efficient operation of the Human Resources office.
- Coordinates the Workers Compensation program for the City and School Department, including basic claim handling functions to include data entry, bill payment, ordering various reports from outside parties, preparing and filing various required forms; interacts with employees, attorneys and outside vendors for various reasons including but not limited to gathering necessary information to process claims, works with payroll to ensure that the employee is coded properly for payroll purposes, if necessary, among other related activities.
- Maintains personnel files and responsible for the timely filing of all materials, forms and letters processed on behalf of the employees.
- Processes departmental bills.
- Administers all City-side Leave of Absence requests and FMLA leave requests.
- Assists processing enrollment, changes and terminations for employees and retirees. Communicates with Payroll for required deductions to ensure accuracy.
- Assists with the Audit of enrollment of benefit plans for accuracy.
- Assists with processing and researching life insurance claims for employees and retirees.
- Assists with the fulfillment of timely compliance with the random drug testing requirements per the Department of Transportation.
- Assists with submitting requests, tracking and reviews CORI information for applicants.
- Assists with responds to employee verification of employment.
- Assists with the placement of employment advertisements, as well as setting up interviews and correspondence to applicants.
- Able to maintain strict confidence regarding information contained in assigned work.
- Cross trains in support of the operations of the Human Resources Department.
- Performs all other department related clerical duties, as required.

SUPERVISION RECEIVED

Works under the direct supervision of the Human Resources Director and may also receive direction from the Human Resources Assistant. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

ACCOUNTABILITY

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, legal repercussions, interruption of service and poor internal or external customer service.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

The employee has access to confidential information on a large scale, across departments, which may include official personnel files, city-wide litigation, collective bargaining and disciplinary records.

WORK ENVIRONMENT

The work is performed in an office environment. Noise or physical surroundings may be distracting.

EDUCATION AND EXPERIENCE

An Associate's Degree in human resources, business administration, or a related field preferred, with at least five years of experience along with at least three years of related Human Resources or Worker's Compensation experience; or any equivalent combination of education and experience. Valid driver's license required.

KNOWLEDGE, ABILITY AND SKILLS

Knowledge: Practical knowledge of the customer service best practices and general computer applications. Knowledge of benefits programs, health and life insurance and third-party billing. Knowledge of state and local laws and by-laws, regulations, policies, Department operations and computer programs; knowledge of public sector personnel practices.

Ability: Ability to work in groups with other employees and with the public. Ability to communicate effectively in written and oral form. Ability to be organized and pay attention to details. Ability to operate standard office equipment and computer software and database administration. Ability to work effectively with the public, lawyers, and federal, state, and local officials; ability to accomplish complex tasks, meet deadlines, and work independently.

Skills: Excellent oral and written communication skills. Strong interpersonal skills. Strong problem-solving skills.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: Work is typically in an office setting, involving sitting, with intermittent periods of stooping,

walking, and standing. tasks require the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 30 lbs.). There may be need to stretch and reach to retrieve materials.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents, including maps, for general understanding and analytical purposes; ability to use computer and other office equipment.