



## **Job Description** **Human Resources Specialist II**

Reports to: Director of Human Resources  
 Department: Human Resources  
 FLSA Status: Non-exempt  
 Pay Grade: 113  
 Approved: 8/26/16  
 Last Revised: 8/26/16

### **BRIEF DESCRIPTION:**

Under general supervision, performs a variety of administrative and technical tasks in support of the day-to-day administration of the City's employee benefit programs, assists with processing a biweekly payroll, and performs other related responsibilities as assigned.

### **ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	<b>Benefits Administration</b> <ul style="list-style-type: none"> <li>Serves as the day-to-day administrator of the City's employee benefit programs.</li> <li>Processes benefit plan enrollments and changes.</li> <li>Responds to a variety of questions from employees, retirees, and dependents regarding benefit programs.</li> <li>Maintains benefit records and documents.</li> <li>Processes and audits benefit program billings to ensure accuracy and proper cost distributions.</li> <li>Serves as a liaison to the retirement system; prepares retirement estimates and assists employees and retirees in the completion of various benefit forms; guides employees through the retirement application process.</li> <li>Assists with conducting new employee orientations to ensure that new hires have a thorough understanding of the</li> </ul>	60%



		<p>City's benefits and the information necessary to make appropriate benefit elections.</p> <ul style="list-style-type: none"> <li>• Prepares benefit exit packets and meets with exiting employees to review benefits.</li> <li>• Assists with the coordination of special events such as retirement seminars and benefit fairs, and conducts program information sessions for employees and retirees.</li> <li>• Drafts correspondence to employees, retirees, providers, and others as required.</li> <li>• Works with vendors to resolve issues or concerns.</li> </ul>	
2	S	<p><b>Payroll Administration</b></p> <ul style="list-style-type: none"> <li>• Enters payroll and personnel data into Human Resource Information System (HRIS).</li> <li>• Audits payroll information to ensure an accurate and complete payroll.</li> <li>• Updates and maintains various codes and tables within the HRIS.</li> <li>• Trains timekeepers and other users.</li> <li>• Calculates and processes payroll adjustments as needed.</li> <li>• Investigates and responds to payroll issues.</li> <li>• Serves as an HRIS subject matter expert and keeps current on upgrades to HRIS in order to effectively and efficiently complete payroll and other tasks.</li> <li>• Recommends changes in payroll processing and procedures as needed.</li> </ul>	25%
3	S	<p><b>Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Answers telephone and greets and assists visitors to the HR Department as needed; directs questions or concerns to appropriate persons.</li> <li>• Responds to a variety of surveys and prepares reports from payroll and benefit data as needed.</li> <li>• Assists with projects and initiatives as needed.</li> <li>• Administers random drug screening program in accordance with City policy and applicable regulations.</li> <li>• Processes invoices for payment.</li> </ul>	15%



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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- comprehensive employee benefit programs.
- principles and practices of employee benefits administration.
- laws and regulations affecting employee benefits.
- general clerical and accounting procedures.

**Skill in:**

- operating assigned office equipment, including computer equipment and various software programs.

**Ability to:**

- communicate effectively both orally and in writing.
- handle a large volume of work and complete assignments within established deadlines.
- pay attention to detail and quickly identify errors and omissions.
- maintain confidentiality of sensitive information.
- work collaboratively in a team environment, as well as work independently under general supervision to complete tasks.
- make mathematical calculations rapidly and accurately (examples: add, subtract, multiply, divide, and use percentages).
- produce written documents with clearly organized thoughts using proper English sentence construction, spelling, punctuation, and grammar.
- file documents alphabetically, numerically, and chronologically.
- work cooperatively with City officials, other employees, and the general public.
- work safely without presenting a direct threat to self or others.
- meet mental and physical demands of the job.



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	An associate's degree in human resources, business administration, or a related field.
Experience	Three years of experience in employee benefits/insurance programs.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	The job title prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	NC Notary Public (required within six months of hire). A desirable, but not required, qualification includes certification as a Certified Benefits Professional (CBP), Professional in Human Resources (PHR), or similar certification.



### OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

### PHYSICAL DEMANDS:

C Constantly 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	communicating with co-workers
Sitting	C	desk work, meetings
Walking	F	around work site, to other departments/offices/office equipment
Lifting	O	equipment, files, supplies
Carrying	O	equipment, files, supplies
Pushing/Pulling	O	equipment, file drawers, tables and chairs
Reaching	F	for supplies, for files
Handling	C	paperwork
Fine Dexterity	C	calculator, computer keyboard, telephone pad
Kneeling	R	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	filing in lower drawers, retrieving items from lower shelves/ground
Bending	F	filing in lower drawers, making repairs, retrieving items from lower shelves/ground
Twisting	F	from computer to telephone
Climbing	O	stairs, step stool
Balancing	R	stairs, step stool
Vision	C	computer screen, observing work site, reading
Hearing	C	communicating with co-workers and public and on telephone, listening to equipment
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computer, telephone, general office equipment, scanner, microfiche reader, mail machine, folding machine

**ENVIRONMENTAL FACTORS:**

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	N
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			



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**SIGNATURE – REVIEW AND COMMENTS:**

I have reviewed this description and understand the requirements and responsibilities of the position.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

Comments: \_\_\_\_\_  
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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.