

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	Benefits and Payroll Office Technician	E-PLAN
CLASS TITLE:	Office Technician	SG:4
DEPARTMENT:	Human Resources	CS:N
		FLSA:Y
		EEO4CODE:PP

JOB SUMMARY:

Provides direct administrative assistance to Benefits and Payroll staff including support for the City's worker's compensation and leave programs. Serves as initial contact for employees and visitors to Human Resources. Provides customer service and clerical support including telephone and reception duties, handling mail, assisting visitors and providing information regarding department policy and procedures, making travel arrangements, tracking expenditures and accounts receivable/payable, and ordering supplies.

SUPERVISORY RELATIONSHIPS:

Reports to the Benefits and Payroll Manager or designee. Works under general supervision and guidance of applicable federal and state employment regulations, collective bargaining agreements, and City and departmental policies and procedures. May receive work assignments and technical guidance from professional staff.

ESSENTIAL FUNCTIONS:

1. Provides exceptional internal and external customer service. Greets customers both in person and over the phone, acts as primary customer service contact and actively seeks to match customer needs quickly and cheerfully with the appropriate Human Resources services and staff.
2. Provides administrative support for Family and Medical Leave Act (FMLA) claims processing including routine approval/denial communication to employees, supervisors, time administrators and human resources. Reviews semi-monthly FMLA report to ensure proper timesheet coding and follows-up as appropriate. Requests basic follow-up FMLA case information such as incomplete/missing forms, appropriate signatures from employee and health care professional. Receives and responds to inquiries from employees and health care professionals within scope of knowledge and authority or refers to the appropriate staff member. Enters, verifies and updates data in the FMLA tracking system.

3. Provides administrative support for the City's self-insured industrial insurance program. Assists with routine claims intake, tracking and records retention.
4. Prepares pension bills for payment. Enters pension payment information into Access database for record keeping. Assists with preparing the pension payment summary for Pension Board Meetings.
5. Prepares A/P bills for payment. Reviews invoices for accuracy and enters payment information into applicable finance software. Provides receipt management for monthly City credit card reconciliation. Assigns applicable account code for approval and enters in credit card software application.
6. Receives and distributes monthly selections for DOT Random Drug Testing and maintains as appropriate for records retention. Ensures results are received in a timely manner and distributes results as needed.
7. Responds to inquiries and provides information about benefit and payroll rules, policies, regulations procedures and processes within scope of knowledge and authority or refers to the appropriate staff member. Responds to verifications of employment.
8. Schedules appointments, meetings and use of facilities. Makes travel arrangements, prepares and submits reimbursement requests when necessary.
9. Coordinates payroll and benefits records management system including personnel and administrative files. Pulls files, routes documents and maintains filing systems to include: creating, organizing, updating, indexing, maintaining and purging files and preparing records for archival transfer.
10. Maintains and orders Human Resources Department office supplies as needed or as requested by individual staff; assesses need and prepares options for departmental equipment, e.g. copier, printers etc.
11. Collects, sorts, opens and distributes mail to appropriate individuals.

ADDITIONAL WORK PERFORMED:

1. Assists with balancing workload among Department employees by providing backup and clerical assistance as required.
2. Composes, edits, transcribes and prepares a variety of documents, correspondence, schedules, applications, reports, notices and/or forms which includes preparing documents for review and signature and preparing and mailing informational letters; gathers, organizes and copies documents, as assigned.
3. Enters, verifies and updates data in various spreadsheets and databases; searches, retrieves, corrects and compiles reports as needed.

4. Performs related duties within the scope of the classification and the class below (Office Assistant).

KNOWLEDGE AND SKILLS:

Skills:

- Effective oral and written communications skills;
- Competent in use of standard computer software programs such as word processing, spreadsheet and email software.

Knowledge:

- General knowledge of office practices and procedures as well as automated office systems including telephones, intercoms, and other office equipment.
- Working knowledge of principles and practices of human resources;
- Some knowledge of federal, state and local program-related codes and regulations, policies and procedures.

Ability to:

- Ability to communicate effectively and interact with other employees and the public using tact, courtesy, and good judgment.
- Ability to use appropriate judgment in interactions with challenging or angry individuals.
- Ability to multi-task and work with a high degree of accuracy and attention to detail in an environment of frequent interruptions.
- Ability to work independently, stay on task and adhere to identified priorities.
- Ability to understand and execute verbal and written instructions, policies and procedures.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to maintain consistent and punctual attendance, including during periods of inclement weather.
- Maintain confidentiality of sensitive information.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
 - Correctable visual acuity to read a computer screen and a typeset page;
 - Fine finger dexterity to manipulate computer keyboard and mouse;
 - Ability to talk and hear sufficiently to serve internal and external clients;
 - Sit for long periods of time;
 - Occasionally lift and transport objects up to twenty-five (25) pounds;
 - Dexterity and near distance visual perception sufficient to operate office equipment, design documents and web pages and handle files and paperwork; and,
 - Lift and transport 10-25 lbs. occasionally; up to 40lbs infrequently.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting at a computer work station with long periods of sitting or standing. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED) required.
- Two (2) years of general office or human resources related experience or post-secondary training related to office support functions required.
- A combination of experience and training that provides the applicant with the knowledge and skills necessary to perform this job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.

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10/16

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