

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Denise Nettum

Work Phone: 266-4615

2. Class Title (i.e. payroll title):

Program Assistant 1

3. Working Title (if any): Benefits Administration Assistant.

4. Name & Class of First-Line Supervisor:

Greg Leifer, Employee/Labor Relations Supervisor

Although oversight and direction will be provided by Managers and staff of other units within Human Resources.

Work Phone: 266-4615

5. Department, Division & Section:

Human Resources Department

6. Work Address:

Room 501 City County Bldg.

7. Hours/Week: 38.75

Start time: 8 a.m. End time: 4:30 p.m.

8. Date of hire in this position:

n/a

9. From approximately what date has employee performed the work currently assigned: July 2014
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10. Position Summary:

This is responsible program administration of benefits and clerical work within the Human Resources Department in the implementation and coordination of specific office functions necessitating judgment discretion and initiative of the application of City policies, procedures and processes. The incumbent will provide support to various units within HR.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

60% A. FMLA, City Disability leave and layoff and Drug Testing Program Administration, administer benefit programs such as FMLA, City disability leave and layoff and Drug and Alcohol testing programs.

1. Log and route FMLA applications and City disability leave applications
2. Maintains sensitive and confidential medical documentation and all related benefit program records.
3. Analyzes all City employees FMLA and City disability leave and layoff applications, processes approvals, and manages all related communications and tracking with the health care providers,

employee and department.

4. Dealing with distraught or irate City employees, and communicating application status updates and other process information.
5. Maintains all employees scheduling and tracking for City's Drug testing program.
6. Set up, review, audit and purge all files of drug test results. Deal with distraught employees.
7. Schedules any return to duty and follow up testing as needed for employees that have had a positive test.
8. Prepare and sent lay-off letters. Set up review and maintain disability leave/layoff spreadsheet.
- 9.

15 % B. Administrative Program support for the Employee Benefits

1. Maintain records for other benefit programs as assigned, such as Flex spending.
2. Assist in document preparation and special mailings to City Employees such as health insurance open enrollment and flex spending enrollment.
3. Enroll employees in health insurance using the My ETF Benefits website
- 4.
- 5.
- 6.
7. Receive benefits applications and log, route, and file as needed.
8. Prepare agendas and minutes using Legistar for the Deferred Compensation Committee.

15% C. Provide general administrative assistance to the Human Resource Director and Department as requested.

1. Serve as one of the receptionist for all of the areas listed above including in person and on phone inquiries.
2. Copy in response to Public Records Requests
3. Tabulate and format data as may be required.
- 4.
5. Prepare the Department Head Employment Contracts. Record on Legistar. Route as appropriate for signatures.
6. Arrange for meetings, schedule rooms and contact participants.
7. Take ID photos for City Employees and prepare City of Madison ID.
8. Perform other related tasks as may be assigned.

10% D. Provide general administrative support staff to the HR Unit

1. May assist with administration of various examinations to applicants, reading the instructions and timing them for the correct amount of time for that specific examination. Manage a large volume of people.
2. Assist applicants with customer service inquires. Deal with all types of reaction, including applicants who may become distraught, irate, or otherwise.
- 3.
4. Prepare ratified contracts for Common Council and Board of Estimates (resolution, report, put contract on Legistar). After adoption, arrange for Union and City signatures, printing and distribution.
- 5.

Process a variety of employment related documents, including criminal records checks and driving abstract checks, verification of employment etc. as assigned.

5. Receive incoming requests for classification studies and may maintain log and files
6. May enter the monthly Personnel Board agenda on Legistar.
7. May prepare meeting materials to be sent out to Personnel Board members electronically and/or by mail.
8. May after the Personnel Board meeting, enter the results of the Personnel Board meeting on the Legistar system including the minutes and process accordingly.
9. Coordinate items to make sure that they are routed to the Finance Department and the Common Council and are appropriately entered on the Legistar.
10. Prepare correspondence and reports, schedule, label files.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of benefit program structure and application of any Federal or State regulations that may apply to the benefit programs assigned. Working knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of department and office procedures, methods, and equipment, including the relevant use of computers for word processing, spreadsheet and database management. Knowledge of elementary data processing input procedures. Ability to evaluate employee's request for benefits from a City benefits program, determine eligibility and approve such request. Ability to develop, implement and monitor office procedures. Ability to organize and oversee clerical work activities. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to interpret regulations and make decisions within prescribed policy. Ability to independently perform a delegated office function or assume an area of administrative responsibility. Ability to prepare statistical reports with accuracy and with a high level of attention to detail. Ability to make relevant mathematical computations. Ability to establish and maintain effective and respectful working relationships. Ability to communicate effectively and respectfully, both orally and in writing. Ability to maintain a high level of difficult public contact, and to effectively communicate programmatic information. Ability to serve as the first level of client contact and problem resolution and to effectively refer inquiries. Ability to provide professional, compassionate and confidential customer service. Ability to understand and explain departmental or programmatic regulations. Ability to maintain adequate attendance.

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13. Special tools and equipment required:

14. Required licenses and/or registration:

no

15. Physical requirements:

Ability lift 20 lbs, Ability to access City facilities.

16. Supervision received (level and type):

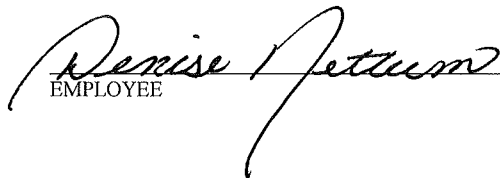
General supervision

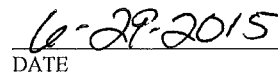
17. Leadership Responsibilities:

This position:  is responsible for supervisory activities (Supervisory Analysis Form attache)  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

  
EMPLOYEE

  
DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

  
\_\_\_\_\_  
SUPERVISOR

6-25-2015  
\_\_\_\_\_  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.