



Office of Human Resources
HR Leave Administration Coordinator – CH3011
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General Statement of Duties

Performs full performance level case management work for qualified employee leaves of absence under the Family and Medical Leave Act (FMLA), coordinates the leave process and advises employees throughout their leave, applies appropriate benefits, responds to questions, and evaluates and ensures records, documentation, and systems comply with established laws and regulations while providing training and guidance to stakeholders.

Distinguishing Characteristics

This class is responsible for establishing eligibility for employee leaves of absence under the Family and Medical Leave Act, performing case management while ensuring compliance to related laws, career service rules, and other regulations and guidelines. Employees in this class may work in disability case management but the focus and predominant duties of these positions is specifically to the Family and Medical Leave Act. Positions whose primary and majority duties are focused on employee disability case management and compliance with the Americans with Disabilities Act and other related laws, regulations, and guidelines should be classified as the HR ADA Administrator.

Essential Duties

Coordinates and administers employee qualified intermittent or continuous leave of absence requests under the Family and Medical Leave Act (FML) including all paperwork, forms, and communications related to case intake, processing, and claims management. Serves as a point of contact for assigned cases to review confidential or sensitive intake documentation for compliance with leave policy, guidelines, and legal requirements.

Confirms eligibility of absence as a qualifying event for FML and provides formal notification to affected parties. Works with internal and external stakeholders to collect required documentation to confirm employee eligibility for leave and for the duration of the leave of absence. Ensures FML documentation is completed and in compliance with federal timelines. Assists with resolving stakeholder misunderstandings regarding leave issues.

Ensures adherence to the claim process. Uses leave management software to manage cases, records, and track documentation and communications. Opens, manages, and creates follow-up tasks for new FML and leave of absence claims. Works with Payroll and third party disability insurance vendors to ensure employee benefits and payments are issued as appropriate under guidelines or regulations.

Completes return to work process to ensure employee's timely and successful return to work and closes the case. Provides return to work status information to supervisors.

Notifies employees regarding applicable policies and procedures and prepares employees for leave of absence and maintains open communications for the duration of the leave. Communicates employee work status with management. Escalates complex or challenging cases to the supervisor or City Attorney's Office.

Collaborates with disability partners to assess eligibility for ADA or FML programs. Transitions cases to ADA in situations of FML exhaustion or when an employee does not meet eligibility requirements.

Ensures adherence to process and policy and serves as a subject matter expert to interpret and guide HR professionals and agency management on compliance and administration of leave practices. Participates in updating related rules and guidelines outlining employees' leave rights and responsibilities.

Participates in daily operations to ensure effective leave intake, processing, and case management of claims. Manages team email box, responds, and forwards mail requests to appropriate parties.

Delivers training to managers and supervisors on city policies and legal requirements for supervisors, managers, HR professionals, and other stakeholders. Updates and provides input to training materials.

Attends training sessions to learn concepts, principles, practices, and applications of human resources work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Planning and Evaluating – Establishes objectives and strategies for a functional area, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Problem Solving - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Knowledge & Skills

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

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.

Level of Supervision Exercised

None

Education Requirement

Graduate from high school or possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years experience in a leave administration environment.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

None

Working Environment

Subject to pressure for multiple calls, inquiries, and interruptions.

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

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-14

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 7/17/20 - Change FLSA status from exempt to nonexempt and re-vamp entire classification; 9/8/24 – Revised Job Family/Job Code.