



Office of Human Resources HR FMLA and ADA Manager - CA3009

THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Manages daily FMLA and ADA administration team operations to ensure effective intake, processing, and case management of claims related to Family Medical Leave Act, and ADA requests. Provides training to supervisors and managers on FMLA and ADA policies. Oversees and administers the federal FMLA and ADA programs for the City of Denver. Partners with selected city vendor and ensures City employees are informed regarding entitled benefits for medical disability, i.e., short-term disability and facilitate timely return to work.

Distinguishing Characteristics

The FMLA and ADA Manager class is distinguished from the HR Manager, who manages the human resources services for one or multiple client Agencies. Partners with Agency leadership in determining human resource needs. Directs and develops a team of Human Resource Generalists/Business Partners. Supports a vision for leadership development to support successful attainment of client's business strategies, goals and outcomes. Defines and supports organizational structure, workforce planning and talent management strategies. Demonstrates ability to select strong talent, fosters an environment that inspires strong employee performance.

Essential Duties

Develops a comprehensive approach to the administration and oversight of FMLA and ADA requests across the City agencies.

Establishes process and policy for compliant, integrated FMLA and ADA management programs.

Manages daily operations to ensure effective intake, processing and case management of claims related to FMLA and ADA requests..

Serves as subject matter expert to interpret policy and guide HR professionals and agency management teams on compliance and administration of FMLA and ADA practices across the City.

Resolves escalated client/employee issues relating to FMLA and ADA requests

Monitors performance and process improvement.

Assess individual and collective team performance against established goals and benchmarks.

Analyzes trending of cases to determine targeted opportunities for improvements related to process or service performance.

Conducts case management audits to drive and support quality and compliance standards.

Develops and delivers manager and supervisor training to increase process understanding for uniformly administering the City's FMLA and ADA policies..

Works with City Attorney's office to review challenging cases.

Updates relevant rules and establishes guidelines outlining employee's rights and responsibilities for FMLA and ADA requests.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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

Analyzing - Analyzes data and all other sources of information, patterns, and relationships. Demonstrates an understanding of how one issue may be a part of a much larger system.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions why may include tough choices, after considering risks

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Relating and Networking - Easily establishes good relationships with customers, partners, and staff. Relates well to people at all levels; builds expansive and effective networks of contacts.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

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.

Knowledge of federal, state and local employment regulations impacting FMLA and ADA requests.

Level of Supervision Exercised

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

Education Requirement

Bachelor's Degree in Business Administration, Human Resources, or a related field.

Experience Requirement

Five (5) years of professional level experience specifically with managing FMLA and ADA matters including three (3) years supervising staff.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to long, irregular hours.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.

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
Education Check
Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-14
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date: 11/27/2022
Revised By: BM
Class History: 10/21/2021 - Equivalency revised.
7/24/22 – changed class title, pay grade, general statement of class duties, essential duties, and minimum qualifications.
11/27/2022 - Revised pay grade as a result of CN1746.