

CITY OF CHATTANOOGA

Classification Specification Title: Coordinator Leave Accommodation

Department: Human Resources

Pay Grade: GS.10

Supervision Received From: Dir. Total Rewards

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 12/3/18

Revision Dates: 4/2/25;

12/27/24; 10/20/23;1/11/2023

CLASSIFICATION SUMMARY:

The incumbents in this classification are responsible for all aspects and the coordination of the full-cycle leave of absence process from initial employee contact to Return-to-Work on-boarding and leave end. Responsible for managing the ADA reasonable accommodations process. Works independently to plan, organize, and prioritize multiple assignments and tasks. Uses good interpersonal and communication skills to achieve organizational service goals of customer satisfaction and a positive work environment.

Uses a variety of software & databases to include data entry, extract and identify required information and to prepare communications, letters, reports and confidential documents. Advising employees, supervisors and payroll about leaves and policies. Answers questions for all. Maintain a tracking system for HR Operations and benefits.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Coordinates support for all employee leave of absence matters to include short term and long term disability.

Coordinates and works closely with the City's third party administrator for disability and leave management.

Coordinates the City's leave donation program with payroll staff.

Reviews and approves Paid Time Off disbursements.

Interprets and administers leave programs and policies in accordance with the applicable federal and state employment laws such as the Family Medical Leave Act (FMLA), Pregnancy Discrimination Act, Americans with Disabilities Act, Uniformed Services Employment and Reemployment Rights Act.

Provides guidance to management, employees and Human Resources Business Partners on all forms of leaves of absence cases including answering questions over the phone, email or in person.

Generates and distributes written and verbal information to inform executive staff, managers/supervisors, HR Partners and Payroll of leave eligibility and status.

Performs case management activities for approved leaves of absence by providing regular milestones, requiring and collecting return-to-work paperwork, and monitoring leave utilization.

Responsible for updating employee leave statuses in HRIS to ensure leave accrual and/or salary is accurate.

Serves as a subject matter expert and coordinator for the leave programs, to include aspects of disability retirement and/or claims.

Monitors employee hours regarding leave and coordinates all aspects of employees' return to work.

Conducts initial investigations of alleged fraudulent activity of all leave cases.

Creates reporting metrics and analytics for all employee leave.

Assists in the creation and facilitation of leave administration training programs.

Coordinates City wide ADA and reasonable accommodation programs for all City employees and collaborates with HR colleagues and department supervisors to assist with accommodation requests.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in Human Resources Management, Business Administration or Public Administration, and two (2) years of experience in Human Resources or Leave Administration managing leave accommodation cases; or any combination of equivalent experience and education.

Also requires experience with data analytics and advanced Excel and Google Sheets experience to include pivot tables, v-lookup, and creating formulas.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Considerable knowledge of Federal and State Employment laws and Leave laws; considerable knowledge of the ADAAA; knowledge of medical disability management; current knowledge of integrated disability and absence management practices; knowledge of HRIS systems and experience with Microsoft Office and Google Business Apps.

Must have a solid understanding of FMLA. Strong communication skills, to include written, verbal, persuasion, motivation, and facilitation of strong working relationships; strong analytical skills, with the ability to identify problems and develop solutions; excellent customer skills and the ability to manage difficult and stressful situations; customer service focused, possessing a desire to provide a great user experience; ability to manage business expectations and resolve concerns by communicating status and issues

PHYSICAL DEMANDS: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.