

Employee Leave Associate Tompkins County

Department: Human Resources Department
Classification: Competitive
Labor Grade: Confidential Grade 62
Approved: 6/19/2019
By: AG, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

(A) Graduation from a regionally accredited or New York State registered college with an Associate degree AND two (2) years of full time paid experience in administering employee benefit programs, which must have included Workers' Compensation claims, FMLA and medical leaves of absence as a primary function; OR,

(B) Graduation from high school or possession of a high school equivalency diploma AND four (4) years of full time paid experience in administering employee benefit programs, which must have included Workers' Compensation claims, FMLA and medical leaves of absence as a primary function.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position primarily involves responsibility for administering the County's self-insured Workers' Compensation plan and for processing requests for medical leaves of absence to include: FMLA, disability leave, workers' compensation and 207-C claims. The Employee Leave Associate will coordinate and administer other employee leave benefit programs and other County fringe benefits. An employee in this class will work closely with the County's Third Party Administrator in the management of claims through the life-cycle including employee return to work plans. The incumbent will assist with a wide array of other benefit programs and initiatives. The position involves responsibility for performing technical aspects and clerical duties in the processing of employee claims and enrollment in health insurance and other programs. The incumbent will oversee the County's Reasonable Accommodation in Employment program in accordance with ADA and other related laws and regulations.

The work is performed in cooperation with the Employee Benefits Administrator, and under the general supervision of the Human Resources Director. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Administers the County's self-insured Workers' Compensation plan, 207-c, FMLA, disability leave and other medical and non-medical leave programs and benefits;
- Works closely with the County's Third Party Administrator in the management of claims;
- Manages employee leaves and claims through the entire life-cycle up to and including return to work;
- Oversees the receipt and processing of claims for Workers' Compensation, 207-c, disability and other related leave requests and claims and gathers required information;
- Performs data entry through third-party vendor websites and County proprietary and other software programs;
- Coordinates the reporting and investigation of suspected fraud or abuse and assists in the compilation of information necessary to reach decisions;
- Develops and implements processes for Reasonable Accommodation in Employment program in accordance with ADA and other laws and regulations;
- Assists employees in filing for medical leave and claims and with other benefit related matters;
- Maintains health insurance and workers' compensation files .
- Represents the County at hearings before the State Workers' Compensation Board on converted claims;
- Maintains compliance with laws and regulations and ensures that requirements related to reports, waivers, and notices are met in a timely manner;

- Consults with legal counsel on matters as necessary;
- Analyzes occupational accident, illness and injury reports to identify trends;
- Prepares various types of written communications and reports;
- Evaluates procedural requirements and their effectiveness for the administration of leave benefit programs;
- Administers various employee leave benefits and other fringe benefits;
- Provides outstanding customer service to employees and retirees in assisting them in gaining a better understanding of their eligibility of the various employee benefits extended to them by Tompkins County and third-party providers;
- Addresses benefit questions for management, employees, dependents, retirees, and survivors, as well as various providers;
- May inform and assist employees with regard to the NYS Retirement System;
- May assist retirees with their health insurance benefit enrollment and other matters;
- May conduct benefit portion of employee orientation sessions;
- May assist in gathering necessary information for completing and processing payroll status reports, as well as wage and health benefits reports to various agencies;
- Interprets health, vision and dental insurance programs to employees and explains the nature of such programs;
- May participate in County Safety Programs;
- May be involved with committees for the Tompkins County Health Insurance Consortium;
- May attend workshops and meetings;
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the Workers' Compensation Law, Family and Medical Leave Act, Americans with Disabilities Act, HIPAA, and other related laws and regulations;
- Thorough knowledge of the procedures involved in processing workers' compensation and other occupational claims;
- Good knowledge of benefit administration policies and procedures pertaining to work related injury and illness claims;
- Working knowledge of laws and regulations that may be related to medical leaves and benefits or general employment matters, including but not limited to Title VII of the Civil Rights Act of 1964 and Equality Act; Equal Employment Opportunity Commission; New York Human Rights Law and others;
- Working knowledge of the regulations and eligibility requirements associated with employee benefit plans;
- Ability to analyze data, perform research, and prepare a variety of reports;
- Ability to maintain accurate records;
- Ability to read and interpret policies and comprehend complex legal information;
- Ability to establish and maintain cooperative and effective working relationships with employees, vendors and others;
- Ability to communicate effectively, both verbally and in writing;
- Good organizational skills;
- Good judgment, initiative, resourcefulness, and tact;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.