



City of Holyoke
Personnel Department
Full-Time Personnel Specialist
JOB POSTING – March 07, 2023 - March 21, 2023

Position Summary: Provides professional and administrative work related to the daily operations of the Human Resources Department. The work includes research, analysis, compliance, orientation, benefits and salary administration, and other general HR functions as assigned by the Administrator. Performs all other related work as required.

Essential functions: (The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Assists the HR Department in all functions, responsible for a variety of projects and activities requiring comprehensive knowledge of department's activities and familiarity with laws, procedures, rules and regulations.
- Maintains employee benefits programs and informs employees of benefits.
- Coordinates, prepares, tracks, and generates change notices for staff transactions including new hires, promotions, transfers, salary changes, leave of absences, terminating etc.
- Conducts all new hire orientations to review and explain paperwork for all city employees, Assists employees in completing and updating forms, Answers all benefits questions and provides insurance provider contact information, Explains various policy acknowledgement forms and information, issues employee badges, parking stickers and garage passes and Processes CORI via the MA State website.
- Enters all new employee/change employee data into the computer MUNIS system and sets up proper payroll deductions. Enrolls new employees into group health, dental and life insurance programs via vendor websites and provides official notification to the Auditor, Treasurer and Retirement regarding new hire and/or change of employee status.
- Administers health and dental enrollment/change forms for 550+ employees and 930+ retirees; enrolls or un-enrolls participants; issues COBRA letters and participates in Section 19 committee meetings regarding group active plans. Organizes spring open enrollment meetings for employees and winter open enrollment meetings for retiree Medicare plans.
- Reviews, calculates and processes various benefits such as sick time and vacation buyback for employees separating from city service by resignation or retirement, issuing appropriate correspondence and coordinating benefits and return of city equipment and material.
- Administers group life insurance for all employees and retirees including new enrollments and death claims; responds to inquiries regarding beneficiary records and processes changes; notifies Treasurer and insurance company regarding member changes and contacts beneficiaries regarding required documentation for claim payment.
- Administers Workers Compensation, Indemnification, Police and Fire Injured on Duty claims and maintains three budget accounts pertaining to claims.
- Manages fifteen HR budget line items; generates all department requisitions; orders department supplies; investigates account discrepancies and approves department payments.
- Provides front line staff presence to the public concerning requests for Labor Service applications (general explanation and process); provides staff presence to the public concerning election worker's applications (verification for both I-9 and CORI documentation and coordinates MUNIS enrollment with the Treasurer's Office.
- Responds to various requests for information such as verification of employment requests, unemployment claims, and health insurance verification.
- Provides quarterly equipment readings, creates Treasurer's deposits, updates the department's webpage, processes daily mail and reacts to daily voicemails.
- Coordinates with the Department of Public Works requests for office projects such as new public bulletin boards, removal of office sink, movement of filing cabinets, etc.
- Performs similar or related work as required, directed or as situation dictates.



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Knowledge, Ability and Skill:

Knowledge: Knowledge of word processing and spreadsheets. Knowledge of commonly used human resources concepts, practices, and procedures.

Ability: Ability to maintain effective working relationships with others. Must be accurate, thorough and well organized in working with detailed information; takes initiative to assure timely compliance with deadlines and the resolution of pending matters. Ability to maintain tact and discretion in challenging situations and interactions with employees and the public. Ability to maintain confidential information and to respond quickly to unexpected project with short deadlines or changes in important procedures.

Skill: Strong organizational and interpersonal skills. Strong technical skills. Demonstrates a highly proficient use of computers, office automation, and other department specific computer applications. Advanced level skill in MUNIS software and Microsoft Office. Outstanding communication skills. Skill in all of the above listed technologies, tools and equipment.

Education, or certifications: Associate's degree with demonstrated skill in standard office procedures, business English, arithmetic, record keeping; at least two years prior office experience in general Personnel/HR Administration; or any equivalent combination of education and experience.

Supervision:

Supervision Scope: Performs responsible administrative functions requiring some initiative and independent judgment in situations not clearly defined by established procedures.

Supervision Received: Works under the general supervision of the Personnel Director, following department rules, regulations, and policies.

Supervision Given: Supervises Senior Tax write-off participants, interns and temporary/seasonal personnel.

Job Environment: Majority of work is performed under typical office conditions; the noise level is moderate. Has frequent contact with city department heads, employees, retirees, elected officials, brokers, insurance representatives, vendors and other municipal Personnel/HR departments. Contacts are in person, by telephone and in writing by email, fax or correspondence. Has access to confidential employee records. Errors could result in delays or loss of service, monetary loss, and legal ramifications.

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position works at a desk; moves around inside the office to access file cabinets and office machinery; and traverse stairs, occasionally lifts objects weighing up to 10 pounds, such as supplies, folders, and books, operates a keyboard and calculator at efficient speed and views computer screen for extended periods of time. Requires the ability to recognize and identify differences between colors, shapes and sounds associated with job-related objects, materials, and tasks.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Fair Labor Standards Act (FLSA) status: Non-Exempt

Employment status & Hours: Regular Full-time employment, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m.

Pay rate: \$44,092.00 - \$58,474.00 per year

Employee Benefits: Health, Dental, Life Insurance, Optional Vision, Flexible Spending Account (FSA)

Fair Labor Standards Act (FLSA) status: Exempt (Salary)

Please send your letter of interest and your resume by email to personnel@holyokey.org.