

Coordinator of Employee Services

The Howard County Public School System (HCPSS) is one of the leading school systems in the state of Maryland and the nation. In alignment with our *Strategic Call to Action*, our mission is to ensure academic success and social emotional well-being for our approximately 57,000 students in an inclusive and nurturing environment that closes opportunity gaps. To learn more about employment with HCPSS, please visit <https://www.hcpss.org/employment/>

Description:

Under the direction of the Executive Director of Human Resources, the Coordinator of Employee Services is responsible for the following areas: leave and retirement, worker's compensation, tuition reimbursement, personnel records and document retention, and employee onboarding/new employee orientation, as well as other employee services to include the introduction of electronic personnel files. This is a mid-management position with supervisory responsibilities for a team of professional staff. The Coordinator of Employee Services will also oversee and administer leaves of absence, ensuring compliance with federal, state, and local laws, including Family and Medical Leave (FMLA) and non-FMLA medical leaves, while ensuring that local, federal, and state laws and procedures, negotiated agreements and HCPSS policies are followed. This position involves the use of judgment, attention to detail and specialized knowledge as well as collaboration; and have the ability to work with stakeholders at all levels of the organization with the aptitude to educate, inform, and share knowledge and expertise that is approachable is a must. This is a supervisory position.

Position Responsibilities:

Administration of Leave of Absence

- Administers the Family Medical Leave Act (FMLA) process in accordance with applicable laws and policies, general, childrearing and study leaves.
- Serve as the primary Subject Matter Expert (SME) and the central point of contact for all leave of absence related matters.
- Provide overall direction and support for your team to ensure the goals of the unit are being met.
- Provides leadership and oversight in all matters related to the operation, coordination, and evaluation of all programs and initiatives within the programs of worker's compensation, leave of absence, and retirement.
- Develop and train leave specialists on all aspects of leave management.
- Monitor daily activities of Leave Specialists to ensure desired productivity and service goals are met.
- Administer case management for leave requests that require involved interpretation of eligibility.
- Keeps abreast of changes to federal and state laws, as well as changes in union contracts, which may impact leave of absence, and/or retirement programs.

- Works collaboratively with other offices to include Benefits, Payroll and the Office of Employee and Labor Relations.
- Manage the leave administration process from employees' initial notice of the need for leave to the employee's return to work. Gather and ensure completion of required paperwork, including medical certifications, determine leave eligibility, designate, or deny leaves as appropriate, recertify leaves, and track and account for leave time used.
- Provide appropriate and required leave information to employees, verbally and in writing. Advise employees on the interaction of leave laws with paid time off, worker's compensation, and short-term and long-term disability benefits.
- Maintain complete and accurate records of leaves and related information. Preserve confidentiality of employee medical documentation and files.
- Manage workflow to ensure all leave transactions are processed accurately and timely, including reporting hours each pay period, tracking leave time, and notifying employees of expirations and need for recertification.
- Ensure Workday and other system data is current; partner with the HR Data Integrity Team, IT and Payroll offices create reports and update leave types and related information.
- Maintain reasonable communication with employees on leave to facilitate smooth and timely return to work; keep managers up-to-date about employee leaves, changes, and work restrictions.
- Keep abreast of applicable federal, state, and local leave and related laws including FMLA, d paid sick leave and unpaid medical leave.
- Draft and/or recommend revisions to company leave policies and documents to ensure compliance with federal, state, and local laws and regulations.
- Establishes and maintains confidentiality of employee medical documentation and information in accordance with all applicable laws and guidelines.
- Maintains complete and accurate records of leave and accommodation requests in accordance with federal and state laws.
- Oversees the return-to-work process for employees returning from leave.
- Ability to analyze data and provide recommendations.

Personnel Records

- Oversees other employee services such as records retention, employee files, and related employee documents.
- Ensure personnel files meet document retention compliance requirements.
- Perform regular audits of document types and employee files.
- Constantly evaluate current practices to ensure compliance.

Employee Services & Engagement

- Manage the Tuition Reimbursement Process and Procedures
- Ability to build relationships with and confidence among leaders and employees by being a subject matter expert and delivering consistent results.
- Excellent organizational and time management skills, as well as attention to detail
- High degree of professionalism with ability to deal sensitively with confidential material.

- Strong interpersonal skills
- Decision-making, problem-solving, and analytical skills
- Strong organizational, multi-tasking, and prioritizing skills
- Demonstrated ability to identify and anticipate client needs, convey appropriate options, and make recommendations for implementation.
- Understanding of employee health and welfare benefit plan structures
- Excellent English-language written and verbal communication skills.

Retirement

- Maintaining and updating the Pre-Retirement Seminars and auditing.
- Solid knowledge and understanding of retirement (defined benefit & defined contribution) plans, employer disability plans, and life insurance.
- Experience with vendor performance standards development, monitoring, and enforcement.
- Demonstrated ability to make sound decisions and recommendations based on business; judgment, established guidelines and individual circumstances and to provide support and documentation for conclusions.
- Excellent written communication skills, including prior experience developing and documenting policies; excellent verbal communication skills, including preparing and conducting presentations presentation skills.
- Knowledge and experience with the legal and regulatory environment relating to benefits lines of business.

Onboarding/New Employee Orientation

- Oversees the new employee on-boarding process including in Workday,
- Development of onboarding schedule/meeting dates.
- Developing a new employee orientation program.
- Reserving physical and/or virtual meeting locations
- Collaboration with applicable teams/offices (Benefits, Payroll, and bargaining units) to develop, procure and maintain presentation materials.
- Maintenance of session sign-up through Calendly.
- Communication with all new hires regarding upcoming session information.
- Management of overall schedule including changes, additions, reminders, etc.
- Facilitation of onboarding events

Workers Compensation

- Budget management
- Implements all matters of the program, including claim investigations, settlements, and litigation.
- Overseeing the insurance provider to ensure they meet the needs of the organization's goals, of employee coverage and cost effectiveness.
- Leads the day-to-day work of the worker's compensation specialist.
- Ensures that project/office milestones/goals are met and adhering to approved budgets.

The above list is a summary of the functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

Minimum Qualifications:

Applicants must meet all the following qualifications, listed below, to be considered for the vacancy.

Education:

A bachelor's degree in business administration, human resource management, public administration, labor relations law, employment law or industrial relations, or closely related field.

Experience:

- Six (6) years' progressive experience in leave management focusing on the Family and Medical Leave Act (FMLA);
- Three (3) years' experience leading a team(s) of leave and retirement team in a public school and/or government system.
- Two (2) years of experience and/or a combination experience with the following:
 - Developing and delivering comprehensive training for professional staff.
 - Experience using data to make programmatic decisions.
 - Experience utilizing Microsoft Office products, including Word, Excel and PowerPoint, Google Doc
 - Experience designing and delivering professional learning opportunities regarding leave, retirement, and worker's compensation programs, brochures, and SOPs.
- Utilizing Workday or a similar Human Capital Management Systems (HCM) system.

Preferred Qualifications:

- Certified FMLA Administrator
- PHR, SPHR, IPMA or related Human Resources certification
- Ten years of experience administering FMLA
- Experience in a public school system or government environment processing
- Experience working with union and participating in collective bargaining
- Four (4) years working with Workday Human Capital Management System in the administration of a leave program.

Examples of Duties:

- Manages the leave administration process from the employee's initial notice of the need for leave to the return to work. This includes gathering and completing all required paperwork, determining leave eligibility, designating leave as FMLA-qualifying, requesting medical certification as needed, and accounting for intermittent and reduced schedule leave use.

- Interprets, administers, and ensures compliance with federal and state laws and regulations, human resources policies and procedures and collective bargaining unit agreements;
- Proposes, formulates, and implements policies and operational procedures, including changes that streamline human resources systems and take advantage of technology;
- Communicates with agency human resources partners, bargaining unit representatives and other stakeholders to ensure cooperative relationships;
- Analyzes and resolves problem situations and takes or recommends appropriate action;
- Plans workflow, determines priorities and supervises the work of a specialized service delivery team;

Selection Requirements:

Applicants who meet the minimum qualifications will be included in further evaluation. The evaluation may be a rating of your application based on your education, training, and experience as they relate to the requirements of the position. Therefore, it is essential that you provide complete and accurate information on your application. Please report all related education, dates, and hours of work. Clearly indicate your college degree and major on your application, if applicable.

For education obtained outside the U.S., any job offer will be contingent on the candidate providing an evaluation for equivalency by a foreign credential evaluation service prior to starting employment (and may be requested prior to interview).

HCPSS requires an official [evaluation of foreign credentials](#) to verify educational qualifications.

Employment Information:

This is a 12-month per year position in the Howard County Association of Supervisors and Administrators -Non-Certificated Supervisory (HCASA-NCS) employee bargaining unit. The current salary range for this position is \$110,478-\$164,006. Salary placement will be in conjunction with salary procedures of the Howard County Public School System which considers relevant prior experience. Under the Fair Labor Standards Act, this position is exempt from overtime.

Application Requirements:

Complete applications must be submitted by the closing date. Information submitted after this date will not be added. Incomplete applications will not be accepted. Resumes will not be accepted in lieu of a completed application.

Only applicants who submit all the requested information by the closing date of the vacancy will be considered for this position. Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experience and education which most closely match the position qualifications and the needs of the school system.

Please note that a completed application includes:

- A complete application form that includes a listing of employment locations with dates of employment and names of direct supervisors.
- All supplemental materials (i.e.: resume, letter of introduction, transcripts) are required to verify that you meet the minimum qualifications.

For questions regarding this vacancy, please contact: recruitmentinquiries@hcpss.org

Equal Opportunity Employer

HCPSS celebrates diversity and is committed to creating an inclusive environment for all employees and applicants and prohibits discrimination, harassment, and retaliation of any kind. HCPSS is committed to the principle of equal employment opportunity for all employees in providing them with a work environment free of discrimination and harassment. All employment decisions at HCPSS are based on organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, veteran status or present military service, family medical history or genetic information, family or parental status, or any other characteristic protected by federal, state or local laws.