

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – HEALTH, SAFETY & WELLNESS - LOCATION – 120 KING ST. W., 9th FLOOR)

ABSENCE MANAGEMENT COORDINATOR

SUMMARY OF DUTIES

Reporting to the Supervisor, Return to Work Services, provides guidance, information and early intervention to employees regarding income protection benefits and return to work policies and procedures. Determines entitlement to short term income protection benefits based on policy and collective agreement regulations. Reviews attendance reports to ensure accurate attendance reporting for accurate and timely payroll information. Provides training, guidance and information on the City's Attendance Support Program.

GENERAL DUTIES

Processes weekly attendance payroll to ensure employees' lost time from work is accurately recorded and processed in compliance with all policies, procedures and collective agreements. Investigates discrepancies with stakeholders and makes/facilitates appropriate corrections to HR Management systems and payroll docking.

Liaises with Financial Assistants, Business Administrators, employees, payroll and Labour Relations to troubleshoot issues related to lost time and Income Protection Plan(IPP).

Provides education to employees and management related to their roles and responsibilities for submission of Short Term Disability (STD) and Long Term Disability(LTD) forms as outlined in collective agreements or policies

Responsible for claims management, including liaising with Return to Work Specialists, WSIB Coordinators, supervisors, Labour Relations, employees, and employees' physicians to determine eligibility of short term disability benefits by ensuring IPP claim forms (both STD and LTD) are completed and submitted as required.

Composes and prepares correspondence on varying matters to Supervisors, employees, solicitors and insurance companies regarding IPP and attendance control activities.

Operates a computer and electronic information systems to prepare, produce, store and retrieve employee data.

Answers in person and telephone inquiries from stakeholders on the Income Protection Plan and the Attendance Support Program.

Provides direction and training to management on the IPP, Attendance Support Program and absence reporting.

Performs various audits with LTD payment information to ensure accurate payment of LTD benefits.

Assists the Labour Relations Division with grievance/arbitration hearings regarding STD/LTD/ASP matters.

Assists section in providing information sessions – STD/LTD/ASP

Compiles, verifies and maintains information and data in accordance with established procedures, using computerized (PeopleSoft, Parklane, Kronos, & Trapeze) and manual (Excel) processing systems.

Creates employee health files.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the normal functions of this position.

QUALIFICATIONS

1. Demonstrated experience working with a Human Resources management system, specifically PeopleSoft and Kronos, and ability to enter data accurately and within pre-established deadlines.
2. Demonstrated well developed, reasoning, analytical and problem solving skills usually acquired through post-secondary education at the college or university level and/or equivalent related education and work experience.
3. Knowledge of the administration of income protection plans, i.e. STD and LTD, and Attendance Support Plan usually obtained by thorough work experience.
4. Ability to provide guidance and advice to stakeholders regarding absence issues for employees' transitioning from STD to LTD.
5. Prior experience in a Human Resources Department desirable.
6. Demonstrated excellent verbal and written communication skills.
7. Ability to work congenially with employees, managers and third party agencies to assist with high volumes of queries while following related processes and procedures.
8. Previous related experience in attendance control, including knowledge of Collective Agreements, By-laws, Employment Standards Act, Ontario Human Rights Code and Corporate Policies and Procedures.
9. Proficient working knowledge of Microsoft Word and Excel is required.
10. Proficient working knowledge of Parklane, PeopleSoft, Kronos, Trapeze and Time Management software programs is required. Working knowledge of PeopleSoft attendance and its effect on payroll. Must be able to identify payroll issues and provide instructions to Finance Payroll using proper pay codes to correct pay