

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – HEALTH, SAFETY & WELLNESS - LOCATION – 120 KING ST. W., 11th FLOOR)

RTW SERVICES ASSISTANT

SUMMARY OF DUTIES

Reporting to the Supervisor, Return to Work Services, provides inputting of employee illness absences and administrative support for all aspects of the disability management program including WSIB, STD/LTD claims and Attendance Support and Management Program (ASMP). This position involves the handling of sensitive and confidential employee information.

GENERAL DUTIES

Ensures all employees' sick and related leaves of absence are accurately recorded, verified and processed in compliance with all policies, procedures and collective agreements, and in respect of established deadlines. Refers issues to the appropriate party.

Liaises with RTW Services section, financial assistants, business administrators, supervisors, managers, payroll, and employees to troubleshoot issues related to sick absences.

Communicates with other stakeholders (e.g., financial assistants, payroll, immediate supervisors, etc.) to expedite processes as required.

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

Runs, manipulates, adjusts and verifies weekly Kronos absence reports to ensure absences entered into the Kronos time keeping system upload correctly to PeopleSoft Attendance in respect of established deadline.

Prepares and provides Return to Work Status Reports to department management at the direction of the Return to Work Specialists

Records specified WSIB accident reports into electronic data management system, i.e. Parklane

Sorts material for filing and maintains organized filing and retrieval system in accordance with records management standards. Prepares file correspondence as required.

Monitors staff movement reports and updates records as appropriate.

Assists in maintaining employees' HR records including filing of ASMP documents.

Responds to requests for absence information from employees on sick related absences.

Responds to requests from staff (e.g. financial assistants, administrative assistants, program secretaries, supervisors, managers) with direction/instruction towards the correct completion of Absence Forms

Prepares and provides authorized copies of files as required by internal and external requestors.

Prepares and provides reports to complete Employer's Confirmation Forms for insurance companies.

Provides general administrative and reception support for the RTWS section and the manager, Health, Safety &

Wellness including: opening and distributing mail; orders office supplies; arranging meetings; meeting minute taking and reporting; preparing documentation.

Facilitates updates to the intranet pages on the HR Net and corporate eNet for the Return to Work Services section.

Maintains and updates Department ID lists and descriptions in Parklane to ensure accurate reporting in liaison with HRMS Analysts.

Organizes, schedules and delivers training sessions to departments regarding the correct completion and submission of Absence Forms.

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

Provides back-up support for completion and verification of Weekly Attendance Report.

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. Knowledge of a computerized Attendance Management System and ability to enter data accurately and within pre-established deadlines.
2. Working knowledge of Short/Long Term Disability Income Protection Plans and WSIB.
3. Prior experience in a Human Resources Department desirable.
4. Ability to maintain confidentiality in dealing with confidential employee information.
5. Must have excellent verbal and written communication skills and ability to relate to subordinates, peers, superiors, insurance companies, solicitors and other departments.
6. Must possess maturity, initiative, good judgement and strong organizational skills.
7. High level of focus and concentration required in order to provide attention to detail while completing tasks in a fast paced environment while shifting priorities, as required.
8. Previous related experience in attendance control, including knowledge of Collective Agreements, Income Protection Plans, By-laws, Employment Standards Act and Corporate Policies and Procedures.
9. Proficient in the use of Microsoft Office Software (Word, Excel, Outlook) and PeopleSoft HCM is required.
10. Knowledge of Kronos and Parklane would be an asset.