

Evergreen Metropolitan District Administration Department

Job Title: Office and Human Resources Supervisor
Department: Administration
Reports To: Finance Manager
FLSA Status: Nonexempt
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Approved By: N. Luzadder
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SUMMARY

The position reports to the Finance Manager and is responsible for supervising and performing the daily administrative and operational functions of the Administration Department, which includes accounting activities, payroll, human resources, risk management and administration. Must ensure superior customer service for internal and external customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Office Supervision – 30%

- Directs and supervises the daily work activities of the Administrative Assistant, Accounting Technician, Accounting Assistant, and Billing Specialist.
- Supervisory duties include assisting the Finance Manager with hiring, training, evaluating, and supervising staff.
- Documents performance, coaches and counsels staff on performance, and completes performance reviews.
- Determines staff schedules and front desk operations, and coordinates weekly staff meetings. During periods of position vacancies and staff shortages, determines and coordinates the shifting and sharing of all department assignments between available staff. Seeks assistance from other departments as necessary.
- Reviews and approves Administration employee timesheets.
- Develops and maintains strong working relationships and contacts with all departments and with outside agencies and vendors as appropriate.
- Ensures that employees receive the training needed to be successful in their positions and that adequate cross-training and coverage is in place for the Department.
- Attends and participates in various District meetings.
- Consistently maintains a culture of providing excellent customer service and ensures quality across all department activities.
- Thoughtfully and tactfully handles confrontational or stressful interactions.
- Performs routine analysis of department duties and responsibilities to maintain and improve efficiencies and job satisfaction. Prepares recommendations and solutions for management and prepares and plans for implementation of improvements and monitoring of results.
- Administers and adheres to District policies.

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Human Resources & Risk Management – 25%

- Administers and may develop Human Resources and Risk Management policies and programs for the District. This may include areas such as: recruiting, selection, new hire on-boarding, wage and salary administration, job description development, performance management, benefits administration, personnel administration (records and reports), training, safety, employee relations and personnel policy research and development, including the employee handbook.
- Maintains employee personnel files and obtains and processes all new hire paperwork including I-9 documents, state of Colorado Affirmations, COBRA notices, and various other legally mandated and internally required paperwork.
- Verifies and researches compliance with current employee regulations and maintains current employee legal postings at all facilities.
- Assists the Benefits Broker/Consultant with review of employee benefits, annual changes, PPACA requirements, and employee/dependent claim and coverage questions.
- Performs regular benefit changes, elections, terminations, and wage changes with various benefit providers.
- Schedules and assists with all employee pension meetings and new hire pension meetings.
- Prepares database, monitors, and tracks all technical certifications and the associated training requirements and prepares renewal packets to meet state requirements.
- Responsible for locating the most cost-effective training options and scheduling and tracking training activities staying within budget.
- Assists with the CDL program including helping with the preparation and maintenance of the Driving Records system, scheduling of drug and alcohol testing, scheduling and notification to employees of license renewals and medical card renewals.
- Obtains bi-annual motor vehicle license checks for all employees.
- Prepares and administers all workers' compensation claims on behalf of the District and coordinates with the District Safety Manager in the preparation of all accident-related documentation.
- Responsible for annual worker's compensation audit reporting and renewal.
- May delegate administrative aspects of Human Resource and Risk Management duties or processes to the Administrative Assistant.

Payroll Functions- 25%

- Accurately processes bi-weekly payroll using the Business Works payroll software.
- Maintains, updates, and verifies department personnel timesheets, time conversion sheets, and benefit sheet tabulations for accuracy and compliance with District employee rules.
- Updates and verifies all employer and employee elected and mandatory deductions and benefits including state taxes, FICA and federal income taxes, pension and deferred compensation, pension loans, health insurance, and flexible benefit account payments.
- Performs regular payroll maintenance in Business Works including new hires, terminations, wage changes, W4 changes, time off accrual changes, and various benefit election changes.
- Responsible for quarterly and annual Federal and State Tax reporting including reconciliation of year end payroll and preparation of W-2 Forms and 1099 Forms.
- Responsible for processing on-line payments or payment vouchers for pension contributions, deferred compensation contributions, employee loan applications and payments, health insurance payments, disability insurance payments, life insurance payments, and COBRA administrative updates and payments.

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- Responsible for compilation of annual total sheets and preparation of time spreadsheets and folders for the next fiscal year and all new employees.
- May delegate administrative aspects of payroll duties or processes to the Administrative Assistant.

Administrative Support- 20%

- Responsible for various miscellaneous and special administrative and accounting assignments by management.
- Assist the Administration staff with scheduled, routinely assigned tasks, as well as filling in when necessary for various duties such as customers service calls, customer billing, and accounts payable.
- Serves as back-up and performs the duties of other Department staff as necessary.
- Oversees cleaning service contracts, orders supplies, and oversees general cleanliness of administration offices.
- Assists with maintaining the District website by receiving information from District personnel, verifying for accuracy, and updating the website.
- Responds tactfully and in a timely fashion to inquiries and problems in person, by email, phone and mail providing helpful information and explanations in line with District policies and procedures.
- Maintains the District's Property & Liability insurance plans and related documentation including vehicle and all other asset files, claims administration forms, and serves as the District's liaison with the insurance carrier.
- Maintains accurate systems of record keeping and develops reports as needed.
- Work includes answering phones and overseeing the front desk, customer and employee contact, filing and general office management functions.

Performs other duties and special assignments as directed.

SUPERVISORY RESPONSIBILITIES

This job supervises the Business Support Specialist, Accounting Technician, Accounting Assistant, and Billing Specialist.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE

A High School diploma is required and a degree or certificate in Business, Accounting, or another related field preferred. Minimum three years of experience in a professional office setting supervising full-time staff and providing administrative support to management. This may run concurrent or be in addition to a required minimum of two years of Payroll and Human Resources administration experience. Related education may substitute towards required experience. Basic accounting skills and proficient Microsoft Office skills required.

LANGUAGE SKILLS

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to positively respond to common inquiries or complaints from customers, regulatory agencies, or members of the

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business community. Ability to communicate effectively in one-on-one and small group situation and possess excellent communications skills, both verbal and written. Ability to establish and maintain a positive, professional working relationship with all District employees and to maintain composure in a fast-paced work environment or stressful situations.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to process and reconcile general ledger and bank accounts.

ANALYSIS AND REASONING ABILITY

Ability to identify, examine, study and scrutinize business systems and structures that impact effectiveness and efficiency and job satisfaction. Must be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret, learn and follow, a variety of detailed instructions, policies, and procedures furnished in written, oral, diagram, or schedule form. The ability to define problems, collect information, establish facts, solve practical problems, deal with a variety of situations and communicate information appropriately.

OTHER SKILLS AND ABILITIES

Must have the ability to gather and analyze information to prepare worksheets. Proficient in use of office equipment, phone systems, copier, fax machine. Advanced computer proficiency required including Windows, Outlook, Word, Excel, Accounting & Billing Software, and various websites. Results oriented with a strong commitment to customer service. Strong organizational and attention to detail skills with follow-up skills required. Ability to work independently and prioritize multiple, on-going projects and tasks, and meet strict deadlines for consistency and proper work flow. Must maintain confidentiality and professionalism always. Must be able to interpret, analyze, and provide recommendations on various legal requirements.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Colorado Driver's license within 30 days of full time employment and be insurable under District's standards. Must obtain CPR/First Aid Certification within the first year of employment.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to drive, walk, stand, sit, hear, talk, and use hands to operate phones, computers, open mail, and boxes. The employee must be able to tolerate extended periods of sitting and viewing computer screens. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus for computer work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is occasionally exposed to outside weather conditions, moving parts on office equipment and electrical shock. The noise level in the work environment is usually moderate. The employee is subject to frequent interruptions.

EMPLOYEE ACKNOWLEDGEMENT/SIGNATURE:

Employee Signature _____ Date _____

(PLEASE PRINT NAME)_____

SUPERVISOR/MANAGER ACKNOWLEDGEMENT/SIGNATURE:

Signature _____ Date _____