

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION**

**DATE ESTABLISHED: 10/1/12
DATE AMENDED: 12/8/17**

TITLE OF POSITION: Human Resources Coordinator

POSITION NUMBER: 15-05

PROGRAM: Administration - Human Resources

SUMMARY: The successful applicant will be expected to help organize, coordinate and carry out special projects and assisting with general administration regarding benefits, payroll, training and development, legal compliance, and other human resource issues. In addition the individual will respond to provider inquires, assist with a provider profiling database, and HR department daily operational functions. The individual will assist the Chief HR Officer with special projects.

MINIMUM REQUIREMENTS:

Education and Experience

High School Diploma or equivalent; minimum four (4) years administrative experience, preferably in a Human Resources or managed care environment; or equivalent combination of education and experience which provides the knowledge, skills and ability necessary to perform the work required. (A Bachelor's degree in Human Resources or closely related field preferred.)

Working knowledge of PC Windows/Microsoft Office applications and familiarity with data base applications. Knowledge of managed care concepts, policies and procedures. Ability to apply knowledge of software applications to track, coordinate, analyze and report data.

Competencies

Excellent oral and written communication skills. Excellent organizational skills with the ability to prioritize assignments, maintain accurate records and meet deadlines. Ability to use good judgment in making decisions within scope of authority to handle sensitive issues with diplomacy and tact. Ability to maintain privacy in accordance with the privacy act and HIPAA.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.lmccares.org

SUPERVISED BY: Chief Human Resources Officer

WAGE AND HOUR STATUS: Non-Exempt

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Provide paraprofessional and general support to the Chief Human Resources Officer. Perform paraprofessional assignments in various human resource functions including responding to inquiries regarding procedures and services.
2. Review and ensure the accuracy and completeness of human resource documents and electronic records including training, leave and salary records, and employee data forms.
3. Perform data entry tasks including but not limited to entering training, safety & risk management, and personnel information to data base applications for tracking and reporting. This includes the Electronic Health Record.
4. Organize, maintain and update employee Human Resource Information Systems (HRIS) and manual filing systems as needed.
5. Organize, maintain and update employee Benefits Web Portal system for open enrollment and mid-year benefit changes.
6. Manage and provide technical support for the electronic LMC time sheet software.
7. Processing of employee pre-hire screening, hiring, termination and transfers.
8. Conduct training and/or orientation in human resource rules and agency policies and procedures.
9. Coordinate recruitment advertising efforts; prepare recruitment ads and coordinate with publications representatives to ensure timely recruitment for open positions.
10. Manage and distribute employment applications.
11. Coordinate response to unemployment claims and payment of unemployment invoices as approved by the Florida Department of Revenue.
12. Coordinate and track COBRA benefits for recently separated employees.
13. Respond to FMLA requests, prepare FMLA employer response letters and track receipt of FMLA medical provider certification forms. Track employee utilization of FMLA hours to ensure compliance.
14. Respond to Workers' Compensation requests, coordinate post-accident drug and/or alcohol screening and initial evaluation of injury. Coordinate submission of Workers' Compensations claims and work with Workers' Compensation insurance provider to coordinate follow-up appointments, light-duty work restrictions, and return-to-work strategies for employees.
15. Resolve benefits-related problems and provides positive employee relations.
16. Submit benefits statements to Payroll & Accounting department monthly for reconciliation and payment.
17. Coordinate benefit plans including health care, supplemental insurance, retirement, etc. Educate employees regarding details of benefit plans. Coordinate and advertise Open Enrollment and Retirement meetings annually, and supplemental insurance meetings monthly.
18. Input, analyze, and summarize data and prepare reports using computerized and/or manual systems.

19. Abide by company enforced HR processes and current employment laws and regulations.
20. Develop/Improve internal office procedures.
21. Answer telephone, foster positive employee relations and work to solve any employee issues that surface or are brought to your attention.
22. Process complex work projects requiring independent judgment in the use of relatively involved work methods and software applications.
23. Participate in Staff Activity Committee activities and meetings.
24. Chair the employee Wellness Program. Host Wellness Committee meetings to coordinate, plan and promote events such as, but not limited to, the annual Health Fair and Personal Health Assessment.
25. Oversee onboarding/new-hire procedures: including organizing employee, creating new employee files, administering employee handbooks and ensuring all necessary paperwork is properly filled out and submitted to appropriate persons.
26. Act as facility SPOC (Single Point of Contact) for Auxiliary Aid services. Link providers and clerical staff with interpreter services as needed. Review Auxiliary Aids Customer and Companion Communication and Assessment Forms for completion and accuracy. Complete monthly reporting to the Department of Children and Families to relay statistics of interpreter services utilized in the prior month.
27. Act as back-up regarding credentialing inquiries (eligibility, approval, etc.) and other provider issues as needed.
28. Communicate with Chief HR Officer on all relevant issues and activities.
29. Support any other special projects the Chief HR Officer needs assistance with.

NON-ESSENTIAL FUNCTIONS: List other functions that are typically shared with other employees that could, if necessary be performed by coworkers.)

- Back up other HR positions as required.
- Assist with completion of other HR Department tasks as requested.
- Work closely with other departments & co-workers to ensure highest level of accuracy in credentialing activities.
- Distribute internal mail, assist management team staff, provide coverage for other support staff, and other associated clerical & support duties as assigned.
- Ability to operate a vehicle used for company business.
- Assist Chief HR Officer with the Safety Program as requested.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

All Life Management Center employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the Life Management Center policies and procedures.

PHYSICAL REQUIREMENTS:

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input type="checkbox"/> Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
<input type="checkbox"/> Driving vehicles	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Lifting and/or Carrying	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Other (lift above waist/reaching etc., please explain) Perform filing responsibilities	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking: Yes No
 Hearing: Yes No
 Reading Comprehension: Yes No
 Repetitive motion with hands, wrists, arms (e.g keyboard, typing, handwriting, etc.) Yes No

Ability to lift and carry up to 15 pounds.
 Ability to handle stressful situations: Minimal Moderate Frequent

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. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* Not Anticipated

Copy received by:

_____ **Date** _____