

CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT:		CIVIL SERVICE #:
CLASSIFICATION:	Human Resources Representative	DATE IN CLASS:
TITLE:	Human Resources Representative-Benefits	DIVISION: Benefits
DEPARTMENT:	Office of Human Resources	FLSA STATUS:

Function

This position requires the ability to work as part of a team to assist in coordination of benefit operations. The incumbent is primarily responsible for reviewing and processing leaves of absence, counseling employees on benefits matters, ensuring proper enrollment of benefits is completed, processing employee separations, and other benefit related matters.

Organizational Relationship

This position functions under the general supervision of the Benefits Manager, who reports to the Executive Director of Human Resources, who reports to the Dean and Provost.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Clerical Support 100%

- Assist with conducting final exit meetings with separating employees including:
 - Assist with collecting, verifying and processing employee exit paperwork.
 - Calculating and processing final vacation and sick pay due to the employee, obtaining final time reported in the final payroll period and delivering exit paperwork to Payroll, the employee's department, and maintain a file copy in Benefits
- Assist with scheduling appointments and counseling employees on retirement related questions
- Assist benefits colleagues with managing the deferred tax savings plans available to employees in regard to federal tax regulations and limits
- Provides support with monitoring the voluntary retirement programs for contributions and limits. Verifies maximum deferral available to employees participating in the plan and performs data entry as requested. Helps prepare correspondence to notify participants if annual limits change and performs entry into the payroll system.
- Helps coordinate schedules and assist with counseling employees and ensuring benefit changes are processed in the appropriate system and/or agency when the employee experiences a qualifying change during the year
 - This may include, but is not limited to, changes due to marriage, birth, divorce and death
- Responds to walk-in and phone calls from employees with benefit related questions
- Assist with reviewing daily change report provided by CMS for accuracy and notifies Benefits management of discrepancies in preparation for dispute resolution
- Support the Benefits team in processing terminations in the SURS system on a monthly basis

- Supports employees and management in preparation and processing of Worker's Compensation (WC) claims
 - Prepares communication to assist with informing employees on the benefits offered under Worker's Compensation
- Assist management with responding to unemployment claims filed in the IDES system
- Prepare terminated employee files for retention
- Perform regular scanning, copying, data entry, tracking, and other duties to help maintain a thorough, accurate, confidential filing system
- Other duties as assigned

Minimum Qualifications

1. High school diploma or equivalent
2. Minimum of two (2) years of work experience, education, or a combination of both.
 - a. Work experience must be in human resources support such as maintaining, monitoring, and/or processing human resource records and reports
 - b. Education includes coursework in human resource administration, business administration or closely related field

Knowledge, Skills, and Abilities Needed

To be successful in this position, the incumbent must meet all of the minimum qualifications identified by the SUCSS for this classification as well as the following skills and/or attributes identified as essential for this individual position:

1. **Confidentiality:** Must maintain full confidentiality in all matters and possess the ability to exercise sensitivity to employee and management concerns and issues.
2. **Communication & Interpersonal skills:** Excellent communication and interpersonal skills are critical to the success and reputation of this unit, as the ability to accurately communicate in a professional and respectful manner which will set the tone for how Human Resources is perceived and whether or not we are respected and sought out by our users.
3. **Customer Service:** Dedication to excellence in customer service with both internal and external customers, including both the ability to look for creative solutions that will meet the customer's need and the ability to tactfully deliver unpleasant answers when there are no options.
4. **Excellent computer skills:** Demonstrated ability to work with a variety of software applications
5. **Presence:** Ability to present a professional image of Human Resources to the public, faculty and staff, including demeanor and appearance.
6. **Multi-tasking:** Skilled at managing multiple priority activities to meet tight deadlines. Requires skill in time management, priority setting, and ability to adjust appropriately to distractions and changing priorities and still produce a quality work product/service.
7. **Thoroughness:** Ability to work effectively with large amount of data and maintain accuracy and attention to detail.
8. **Laws & Procedures:** Ability to understand and explain interpretations of various rules and regulations of the School of Medicine, State Universities Retirement System, Group Insurance, Worker's Compensation, State Universities Civil Service System and various other state and federal laws.
9. **Sensitive to the needs of underrepresented minority populations.**

Responsibility

The incumbent supports the team and management with organizing work to align with team priorities and within tight time frames set based on law and procedural requirements.

Difficulty

1. **Complexity** – The majority of the work in this position is governed by established policies and procedures. The incumbent must be able to understand and accurately apply these policies

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Human Resources Representative**
 Position No. (If applicable): _____ Department: **Human Resources-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature: _____ Date: Mar 31, 2022 Supervisor Name: Teresa Smith

Employee Signature: _____ Date: _____