



CLASSIFICATION NO. 739

Established: 8/22

Revised and Retitled: 7/24

FLSA: Exempt

EEO: 2

LEAVE AND ACCOMMODATIONS SUPERVISOR

CLASS CHARACTERISTICS

Under general direction, to plan, organize and supervise the operations and activities of the Leave and Accommodations team; to lead the design and coordination of the County's reasonable accommodation (ADA), leave, disability and absence management programs; to manage external vendor relations; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides human resources services to County departments and employees, including employee recruitment and selection, personnel ordinance and policy administration, position classification and compensation, organizational development, employee training and development, benefits and leave administration, risk management, workers compensation, liability and casualty claims management, human resources information systems, labor and employee relations and collective bargaining.

The Leave and Accommodations Supervisor oversees the staff and daily operations of the Leave and Accommodations team and is responsible to manage vendor relations with the third-party leave of absence and disability insurance administrator. The incumbent ensures the County's accommodation and leave programs are administered in accordance with applicable federal and State statutes and regulations, collective bargaining agreements, and County policies and procedures. The Leave and Accommodations Supervisor reports to the Benefits Division Manager.

The Leave and Accommodations Supervisor differs from the Human Resource Manager which is responsible for the development, administration, and maintenance of a division of operations within the Department of Human Resources. It differs from the Leave and Accommodations Analyst which does not have formal supervisory responsibility.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, coordinates and implements the goals and objectives of the Leave and Accommodations team; oversees staff and daily operations; monitors program services to ensure compliance with federal and state laws, County policies and collective bargaining agreements.
2. Manages relations with leave of absence and disability insurance vendor; participates in evaluating vendor performance, provides feedback and recommends process

improvements; partners with Benefits Manager to manage escalations regarding complex leave of absence, return to work and ADA accommodation issues.

3. Oversees administrative aspects of leave including ensuring appropriate and timely communications and notifications; works closely with HR staff, department managers, employees, and Payroll to ensure that leave tracking and pay for County employees on leave is accurate and timely.
4. Oversees the reasonable accommodation process under the ADA and applicable County policies; collaborates with program staff, County Counsel, HR management and other stakeholders on complex ADA matters, such as compulsory leave, reassignment, medical layoff, fitness for duty, and reasonable accommodations
5. Coordinates with vendor on short and long-term disability programs; informs and counsels employees and family members on disability benefits and assists in researching and resolving claims issues; responds to questions and provides information on the provisions of the disability programs and related claims materials; oversees the review of submitted claims, completion of employer forms and coordination with insurance provider so that a claim determination can be made.
6. Develops policies, procedures and guidelines; recommends changes to HR leadership; participates in the implementation and communication of approved policies and procedures.
7. Performs or directs the work of assigned staff to organize, update, maintain, purge and archive databases, files, records and other documents according to guidelines; ensures maintenance of confidential information in compliance with applicable recordkeeping and confidentiality requirements.
8. Responds to employee requests and public inquiries; resolves complaints in an effective and timely manner; may act as assigned human resources expert witness in legal actions.
9. Utilizes the County's human resource information system (HRIS) and query tool to select employee information for a variety of claim and leave issues; uses HRIS in conjunction with other computer tools to provide analysis, costing and employee statistics, reports and documents.
10. Hires and supervises professional and administrative support staff to provide quality service to County employees; prepares performance evaluations and provides counseling for career development; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.
11. Participates in the collective bargaining process; identifies and researches significant or controversial issues; prepares exhibits for fact-finding and interest arbitration hearings; drafts and recommends contract language.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Federal and State statutes, rules, regulations, codes and ordinances pertaining to administration of the County's disability, leave of absence, return-to-work and reasonable accommodations programs, specifically, short and long-term disability benefits,

ADA, OFLA, FMLA, Oregon Paid Family and Medical Leave and Pregnant Worker Fairness Act; principles, practices and techniques of claims and leave administration; applicable Federal, State and local human resource and EEO laws and case law, rules, regulations, codes and ordinances related to functional area.

Working Knowledge of: Principles and practices of public administration; participative management theories; operations, services, and activities of human resource information systems; methods of data generation, data collection, and database management; methods and techniques of statistical research and analysis; principles of public administration, including budgeting and personnel management; principles and techniques of financial reporting and record keeping; methods and techniques of conflict resolution; County government organization and operations; principles and techniques of supervision.

Skill to: Collect, compile, analyze, store in a data base and interpret relevant complex information and data; make accurate arithmetic calculations; analyze and resolve problems and/or prepare recommendations; prepare clear and concise reports; prepare and maintain detailed, accurate and organized records; communicate effectively, both orally and in writing, particularly in speaking before groups and in testifying in a legislative arena; exercise tact and diplomacy in dealing with sensitive, emotionally charged and confidential human resource and employee issues; resolve conflicts and effectively facilitate situations when those involved have conflicting perspectives; establish and maintain effective working relationships with County employees, union officials, other agencies and the public; investigate, negotiate and mediate claims and disputes; effectively recommend settlements; interpret, apply and explain federal and state statutes, rules and regulations and County policies applicable to family medical leave and disability; operate computer equipment, including personal computers and applicable software applications; develop spreadsheets and reports.

WORKING CONDITIONS

Incumbents frequently interact with employees and/or family members experiencing heightened emotional stress as a result of serious illness or injury.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Training/Certification: None

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license and possess and maintain an acceptable driving record throughout the course of employment.