



CLASSIFICATION NO. 737
Established: 2/24
FLSA: Exempt
EEO: 2

LEAVE AND ACCOMMODATIONS ANALYST

CLASS CHARACTERISTICS

Under direction, to provide complex and specialized support related to leave programs and ADA (American with Disabilities Act) administration; to serve as County liaison with third-party leave of absence administrator; to counsel employees and County management on family, medical and military leave and non-occupational disability benefits; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

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

The Leave and Accommodations Analyst performs a variety of professional and technical work in the administration of the County's accommodation and leave programs for employees. Incumbents have the primary responsibility to evaluate and respond to workplace accommodation requests and to provide advice, information and recommendations to County management, employees, and their family members. Incumbents also work closely with the third-party administrator (TPA) to ensure proper administration of family and medical leaves, and to resolve issues that arise.

The Leave and Accommodations Analyst differs from the Leave Administration Supervisor, who administers the County's leave programs and policies and has formal supervisory responsibility. It further differs from the Workers Compensation Analyst which performs professional and technical work in the administration of the County's workers' compensation claims.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Evaluates requests for accommodations under the ADA; engages with employees, medical professionals, supervisors and other stakeholders to assist employees who require workplace accommodations; documents request for accommodation and facilitates the interactive reasonable accommodation process with applicants, employees, and volunteers.
2. Communicates with healthcare providers and reviews confidential medical documentation as needed to evaluate eligibility for reasonable accommodations.

3. Consults with appropriate management stakeholders regarding requests for accommodation; ensures a clear understanding of essential job functions; assists departments in determining effective accommodations; advises departments on ADA compliance and reasonable accommodations and makes recommendations.
4. Approves accommodations, negotiates effective alternative accommodations and/or denies requests based on relevant factors; maintains documentation and case files and reviews accommodations for continued effectiveness.
5. In consultation with HR Management and County Counsel, works to resolve complex employee leave and ADA matters such as compulsory leave, reassignment, medical layoff, fitness for duty, and reasonable accommodations.
6. Provides consultation and assistance to supervisors, managers and employees in interpretation and application of county policies and procedures, the Americans with Disabilities Act (ADA), Equal Employment Opportunity Commission (EEOC) guidance, and any other applicable local, state and federal rules and regulations related to reasonable accommodations and compliance.
7. Serves as liaison with third-party leave of absence administrator to ensure services provided are consistent with applicable laws and County policies; facilitates resolution of escalated issues between employees and vendor; assists with the management of vendor accountability; completes employer forms and payroll information as needed.
8. Advises supervisors and managers and counsels employees on the provisions of Federal and State family, medical and military leave laws (e.g. FMLA/OFLA/USERRA), Oregon Paid Leave regulations and County-sponsored leaves.
9. Counsels employees regarding continued leave when FML ends and makes appropriate referrals if unable to return to work; assists employees eligible for short/long-term disability and refers employees to appropriate insurance provider for administration.
10. Manages employee requests for donated leave and coordinates with Payroll; provides support with timesheets coding for employees on leave; counsels employees and advises supervisors and managers on available pay options while on leave in accordance with County policies and Collective Bargaining agreements.
11. Conducts research projects as assigned; prepares and presents reports as needed to Leave Administration Supervisor and department management; analyzes current processes and practices and makes recommendations for process improvements; remains current with legislation, regulations, case laws, issues and trends related to disability, family and medical leave programs.
12. Utilizes the County's human resource information system (HRIS), leave management system and query tool to select employee information for a variety of claim and leave issues; uses HRIS in conjunction with other computer tools to generate and analyze reports and documents.
13. Collaborates with Leave Administration Supervisor to develop, organize, coordinate and conduct trainings on federal, state and County sponsored leaves, such as FMLA/OFLA, Paid Leave Oregon, ADA, non-occupational disability and pay options while on leave.

14. Under the guidance of Human Resources management and County Counsel, gathers information, analyzes evidence, and assists in organizing and preparing responses to grievances and charges related to leave and employee accommodations administration from internal and outside agencies.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Federal and State statutes, rules, regulations, codes and ordinances regarding access for people with disabilities, specifically, ADA, OFLA, FMLA, Oregon Paid Family and Medical Leave; principles, practices and techniques of claims administration.

Working knowledge of: Principles and practices of public administration; methods and techniques of research and analysis; County government organization and operations; County collective bargaining agreements; interviewing techniques; medical terminology; record keeping techniques.

Skill to: Interpret, apply and explain federal and state statutes, rules and regulations and County policies applicable to family medical leave and disability; collect, compile, analyze and interpret relevant complex information and data; make accurate arithmetic calculations; analyze and resolve problems and/or prepare recommendations; generate reports; prepare and maintain detailed, accurate and organized records; communicate effectively, both orally and in writing with a variety of stakeholders; testifying in a legislative arena; exercise tact and diplomacy in dealing with sensitive, emotionally charged employee issues; apply discretion and independent judgment, exercise confidentiality and demonstrate respect and due diligence in sensitive situations; establish and maintain effective working relationships with County employees, union officials, third party administrators, medical providers and the public; operate computer equipment, including personal computers and applicable software applications; develop spreadsheets and reports.

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 four years of experience managing workplace accommodation requests under the Americans with Disabilities Act, employee leaves covered under federal and state leave laws, and case management that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s)

must also possess and maintain an acceptable driving record throughout the course of employment.