

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Human Resource Specialist I

Class Code: 11321

Pay Grade: GG

A. Purpose:

Provides human resource services in one or more areas, which may include benefits, payroll processing, recruitment, or worker's compensation to ensure state employees receive proper information and counseling in these areas and that human resources policies and administrative rules are effectively carried out.

B. Distinguishing Feature:

Human Resource Specialist I's are responsible for processing, updating and reconciling employee health, life and flexible benefits; processing agency payroll and providing information and benefit counseling to agency employees; performing recruitment and hiring activities, or approving claims for payment and calculating disability benefit payments for worker's compensation.

Human Resource Specialist II's are responsible for the classification process which includes position review, classification recommendation, developing and revising class specifications and position descriptions, and job evaluation.

Human Resource Specialist III's are responsible for developing and maintaining a functional area in human resources, such as classification, compensation, worker's compensation, or employee insurance and flexible benefits.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

Payroll Processing/Employee Information and Benefit Counseling

1. Provides information and clarification to agency employees and supervisors in areas such as insurance and benefit options, payroll, performance appraisals, workers compensation and human resources rules to ensure agency employees are accurately informed.
 - a. Provides and explains enrollment options and orientation material to new employees or assists with annual enrollment for existing employees.
 - b. Schedules and/or conducts meetings with employees to provide information and explain benefits options and processes.
 - c. Reviews and processes completed documentation.
 - d. Serves as a contact for employees on human resource related issues.
2. Initiates and processes and a variety of human resources related actions and forms to ensure agency and employee personnel records are accurate.
 - a. Completes and verifies information for personnel actions for new hires, non-permanent appointments, reclassifications, promotions, transfers, terminations and other salary adjustments.
 - b. Calculates salaries, retroactive pay, overtime pay, salaried pay adjustments for employees and recalculates adjusted dates of hire for rehired employees.
 - c. Processes terminations, transfers, and retirements by obtaining, completing and submitting necessary forms.

- d. Processes health, life and retirement forms, W-4's, I-9's and other payroll forms submitted by employees.
 - e. Maintains employee training history files, and distributes training calendars, and information.
 - f. Drafts letters or memos to employees such as letters of recognition, salary adjustment letters for supervisors' signature, and changes in human resources policies or benefits.
 - g. Receives first reports of injury for workers' compensation claims, forwards information to appropriate agency, and answers employee questions on processes.
 - h. Responds to requests from lending institutions for employment verification.
 - i. Adds and updates employee information and payroll deductions into the computer.
 - j. Makes on-line changes in employees' status to ensure records are current.
 - k. Establishes and maintains employee personal, medical, training and performance files and ensures access is restricted to the proper person.
 - l. Prepares and updates all agency organizational charts.
 - m. Creates and maintains imaged employee files in accordance with records retention manual.
3. Processes agency payroll and associated actions to ensure employees are correctly compensated.
- a. Assists employees and managers with sign on & system problems.
 - b. Reviews time records and leave requests.
 - c. Reconciles and verifies timekeeping reports.
 - d. Processes various payroll system reports, verifying accuracy to ensure proper completion of payroll.
 - e. Processes payroll corrections and leave updates.
4. Generates reports such as staffing, salary, overtime, leave, FTE, FMLA, military, vacancy, mandatory salary adjustments and probationary hours to provide current human resources information.
- a. Generates overtime reports to assist in the completion of payroll.
 - b. Reviews payroll reports and leave accounting reports for accuracy.
 - c. Gathers information on vacancies, overtime etc. & prepares monthly reports.
 - d. Maintains performance appraisal information and notifies supervisors when appraisals are due, reviews for completeness and enters information into the payroll system.
 - e. Maintains longevity reports and distributes longevity checks, service pins and service plaques.
 - f. Maintains agency immunization records, background checks, and abuse & neglect forms to ensure that employees are authorized to work in the agency.
 - g. Creates reports or conducts recordkeeping/tracking for items specific to assigned agency/facility.
5. Carries out agency recruitment efforts to assist agency with the announcement and hiring process.
- a. Completes announcement request forms and generates requisition requests.
 - b. Arranges and coordinates advertising in papers, journals, and other sources.
 - c. Receives requisition lists and monitors documentation after selection is made.
 - d. Checks personal and job references of prospective employees.
 - e. Arranges for and follows up on background checks, drug testing, and abuse and neglect screenings.
 - f. Performs closeouts of requisition lists when appointment has been made and ensures other applicants are dispositioned and notified.
 - g. Coordinates executive intern and seasonal announcement process for agency.

- h. May coordinate and implement recruitment, interviewing and recommendation to hire for specific positions or agencies.
 - i. May attend career or job affairs to represent the agency or state government.
 - j. May conduct interviews (phone and in-person) with others or alone.
 - k. Creates and maintains imaged requisition files in accordance with records retention manual.
6. Performs other work as assigned.

Employee Benefits

1. Communicates with agents, members, doctors, facilities, pharmacies, and state contractors to answer questions about coverages, eligibility, costs, family status, claims, ID cards, memberships and other information changes.
 2. Processes changes, corrections, and updates to and reconciles central, regents, and non-central payrolls to verify premium monies received and ensure they are credited to the correct accounts.
 3. Contacts employees or human resources representatives on payroll corrections and routes correspondence on family status changes, student verification, new and terminating employees to ensure the correct information is relayed to and from the agencies.
 4. Reconciles and compiles monthly ledgers for health and life insurance premiums for central, regents, and non-central payroll, retirees, and COBRA; and develops and generates a report of balances for health and life insurance premiums to initiate payments to third party administrators.
 - a. Processes requests for life and health insurance coverage changes such as adding or deleting coverage.
 - b. Researches and compiles special reports, correspondence, and informational data on request.
 5. Collects monies due for health and life insurance premiums from individuals; verifies coverage and reconciles premiums with central, regents, and non-central payrolls to ensure members receive entitled coverage.
 - a. Researches prior underwriting requests for health and life insurance and compares information for discrepancies with current underwriting.
 - b. Enrolls, modifies, or deletes health, life, and flex coverage's for central, regents, and non-central employees, retirees, and COBRA participants.
 6. Conducts training for human resource representatives on flexible benefits, health and life insurance, and answers questions regarding insurance and flexible benefits to ensure accurate information is conveyed.
 - a. Reviews and provides recommendations on enrollment booklets, forms, and other procedures.
 - b. Explains health, life, and flex coverage's, exclusions, and limitations to plan holders.
 - c. Answers inquiries regarding coverage claim processing problems and other complaints from employees, retirees, and COBRA participants.
6. Performs other work as assigned.

Worker's Compensation

1. Reviews and evaluates worker's compensation claims for compensability and authorization to ensure the claim is in compliance with rules and regulations.
 - a. Determines compensability by reviewing medical records and comparing them to the First Report of Injury Form, and determines if type of treatment and length of treatment set by medical provider is reasonable.
 - b. Corresponds with medical providers when necessary to request additional information.
 - c. Approves claims or provides written notification to injured employee regarding denial of benefits.
 - d. Continues to monitor claims through medical records review, contact with injured employee, medical provider, and case managers until file closure.
2. Processes disability benefit payments to ensure claim is eligible for payment.
 - a. Reviews completed file and calculates amount of the disability payment.
 - b. Ensures employee has been off work for seven consecutive days due to injury.
 - c. Ensures the off-work slips from doctors and human resource managers are received.
3. Responds to questions, concerns and complaints of injured employees to provide information on the status of claims, bills or disability payments.
4. Performs other work as assigned.

D. Reporting Relationships:

The incumbent typically does not supervise but may provide training or work direction to other staff.

E. Challenges and Problems:

Challenged to apply policies and procedures consistently in the area of compensation, benefits, worker's compensation, or recruitment and selection. This is difficult because judgment decisions are often involved. Also challenging is communicating the diversity of payroll and benefit information to agency employees. Employees must be accurately informed and understand how the various options impact their individual situations; improper advice could result in not being compensated appropriately or loss of benefit. Incumbents are also challenged to provide additional services or duties specific to their assigned agency or remote location.

Problems include responding to claim processing problems involving third party administrators, coverage changes, and payroll errors; correcting inaccurate time sheets, payroll warrants, leave balances, and longevity checks; meeting payroll deadlines, not being notified an employee is off work due to injury, and carrying out recruitment/selection functions among a limited applicant pool.

F. Decision-making Authority:

Decisions include determining whether to request additional monies, refunding premiums, and documenting changes for new hires and status changes; what information to give employees so they fully understand and can decide which benefit option best fits their needs; whether time sheets are accurate and overtime or supplemental pay is correctly computed; and approving worker's compensation claims and disability payments.

Decisions referred include developing policies and procedures, unusual situations or possible legal matters, agency human resources policies, and final approval of personnel actions.

G. Contact with Others:

The incumbent has daily contact with applicants, employees, and supervisors regarding the recruitment process, compensation issues, life/health insurance and flexible benefits, and worker's compensation claims; and frequent contact with the Bureau of Finance and Management, Auditor's Office, South Dakota Retirement System, and other state agencies to obtain or exchange information.

H. Working Conditions:

Typical office environment. Some positions may be located in remote locations or in facilities that result in contact with clients or inmates.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- Bureau of Human Resources rules and procedures,
- payroll and compensation concepts,
- health and life insurance and flexible benefits,
- worker's compensation rules and regulations.
- effective recruitment methods and interviewing techniques

Ability to:

- communicate effectively,
- deal tactfully with employees and the public,
- establish and maintain effective working relationships;
- maintain a high degree of confidentiality;
- interpret, explain, and apply rules and procedures;
- organize and maintain a variety of human resource functions.