



City of Irving Job Description

Senior Workforce Services Assistant

| | | | |
|---------------------|------------|--------------------------------|----------------------------|
| FLSA Status: | Non-Exempt | Job Department: | Human Resources |
| Job Code: | Q202 | Reports To (Job Title): | Workforce Services Manager |

PURPOSE

Supporting the Benefits Specialist, this position assists employees with participation in benefits programs, including wellness and retirement. Additionally, this position coordinates the City's Wellness program, which includes advising on program design, making relevant transactions and preparing program booklets and materials. This role serves employees by helping them understand program offerings, facilitate their compliance with benefits requirements, and responding to inquiries that do not require the direct involvement of the Benefits Specialist.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Meet with employees to facilitate successful participation in Benefits programs, which includes retirement guideline compliance; explain program offerings.
- Collect and utilize confidential information with professionalism and appropriate regard for privacy.
- Create a wide variety of documents and complex reports for internal and external reporting.
- Create and maintain files, data, and logs related to various activities, processes, and programs.
- Verify information and assists internal and external customers with completing forms.
- Compile and maintain statistical information; in collaboration with the Benefits Specialist and the Risk & Benefits Analyst, benchmark wellness program performance and/or participation.
- Order informational materials and supplies including pamphlets, brochures, and booklets needed for projects and programs; contribute to design of such material and its effective distribution.
- Serve as an ombudsman for employee concerns regarding the Wellness Program, bringing concerns to Risk & Benefits Team meetings; contribute ways to maximize the benefit of the program for the employees and the organization.
- Remain abreast of trends and developments with public wellness programs so as to assist with program design and bring challenges to Management's attention.

OTHER DUTIES AND RESPONSIBILITIES

- Assist with Human Resources special events (e.g., Safety Fair) as assigned.
- Create purchase orders, wire transfers, and direct disbursements for contracts with outside vendors and reconcile accounts accordingly.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Purchase small amounts of supplies as needed; additionally, may perform P-Card Reconciliation and/or Budget monitoring for department as assigned.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to an Associate's Degree in a related field of study.

EXPERIENCE

- One (1) year of relevant experience required.

CERTIFICATES, LICENSES, REGISTRATIONS

- An appropriate, valid state driver's license is required.

KNOWLEDGE OF

- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the city.
- Communications: Techniques and methods of communication including alternative ways to inform others through written, oral, and visual media.
- Record Keeping: Principles and practices for collection and recording of information for use in report presentations.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Fluency of Ideas: Develop a number of ideas about a given topic. This concerns the number of ideas produced and not the quality, correctness, or creativity of the ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Problem Analysis: Identifying and defining problems, collecting data, establishing facts, and drawing valid conclusions.
- Program Assessment: Evaluating current / potential programs for effectiveness and efficiency.
- Service Orientation: Actively looking for ways to help people.
- Self-Management: Working independently and with minimal supervision.
- Solution Appraisal: Observing and evaluating outcomes of a problem solution to identify lessons.
- Teaching: Conveying new concepts and confirming comprehension by listener.

GUIDANCE RECEIVED

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered. Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

CONTACTS

Internally, this position engages with citywide employees (up to and including Directors), as well as retirees, conveying complex information. The incumbent will need to make a persuasive case to his/her team regarding program design, and encourage program participation.

Externally, this position will occasionally engage vendors.

EQUIPMENT AND PROPERTY

Standard office equipment, such as a computer / laptop, display screen, keyboard, and mouse. Event supplies, such as tables, coolers, etc. Dollies and boxes of manuals/booklets.

PHYSICAL DEMANDS

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.*

The employee constantly is required to listen, see, sit, stand, and/or talk. Occasionally, s/he is required to carry and/or lift up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Most work takes place in a typical office environment; however, some travel to off-site departments and external events is required. The noise level is low to moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.