



## **City of Waterloo Job Description – Human Resources Coordinator**

**Job Title:** Human Resources Coordinator  
**Department/Union:** Administration/Non-Union  
**Reports To:** Mayor with consent of Council  
**Status:** Full-Time  
**FLSA Status:** Exempt  
**Physical Demand Level:** Medium

### **JOB DESCRIPTION**

#### **Summary/Objective**

The HR Coordinator administers employee health, welfare, retirement and voluntary plans for the City of Waterloo. This position acts as a liaison between employees and insurance providers to resolve benefits-related problems and ensure effective utilization of plans and positive employee relations. This position provides administrative support to the HR function as needed (e.g., correspondence generation, record keeping, file maintenance, and data entry). The HR Coordinator also ensures plans are administered in accordance with federal and state regulations and plan provisions are followed.

#### **Essential Functions**

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

1. Administer health and welfare plans, including enrollments and terminations. Distribute required documents through payroll and insurance providers to ensure accurate record keeping and proper deductions. Serve as the COBRA administrator for the city.
2. Conduct new-employee orientations and new hire paperwork to ensure employees gain an understanding of benefits plans and enrollment provisions. Counsel employees (and potential employees/applicants) on plan provisions so that individuals can make informed benefits decisions.
3. Manage annual open enrollment each year. Arrange for distribution of plan summary materials and required notices, assist with communicating changes to employees and arrange for onsite representation by providers. Organize and execute Benefit Fair.

4. Resolve discrepancies with carriers.
5. Complete reports for management and council as requested.
6. Coordinate and assist with the ACA and ERISA benefits reporting requirements.
7. Strive to ensure employee understanding of benefits programs by regularly generating communication and counseling employees/dependents as situations arise. Resolve employee complaints related to health and welfare plans, refer difficult or very complex complaints to manager as needed.
8. Act as a liaison with various insurance carriers and foster effective relationships with client representatives.
9. Maintain and update job descriptions accordingly.
10. Serve as the City of Waterloo's Drug and Alcohol Compliance officer. Administers CDL and ICC drug and alcohol compliance program.
11. Act as a resource for payroll/HR contacts to ensure their understanding and compliance with benefits and HR policies and regulations. Keep management advised of potential problem areas and recommend/implement solutions as appropriate.
12. Administers leaves of absence through the IMRF or Police Pension (STD, FMLA, Military Leave, etc.)
13. Serve as designated Authorized Agent, and administer and maintain all requirements for IMRF retirement plan and disability benefits.
14. Perform recruitment activities, interview and evaluate candidates for select positions. Maintain related records.
15. Creates and maintains job descriptions as well as physical requirements.
16. Sits in on Contract Negotiations with the City Attorney's for AFSCME, IBEW and FOP Unions.
17. Processes and administers Waterloo Police Pension Payroll. Makes sure yearly tax forms are completed and mailed in a timely manner.
18. Act as safety committee coordinator.
19. Assist with preparation of the annual affirmative action plan.
20. Perform outreach to community sources as needed.

### **Secondary Functions**

1. Prepare government reports related to EEO compliance or other HR functions.
2. Write, revise, edit and proofread city policies and procedures and related documents as needed.
3. Perform other duties as instructed by the Mayor.

### **Competencies**

1. HR Expertise.
2. Communication.
3. Relationship Management.
4. Critical Evaluation.

### **Supervisory Responsibility**

This position assists the Finance Director with Supervising the Payroll department. Oversees payroll administration including payroll processing, reporting requirements, payroll practices and procedures within the City to ensure accuracy.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Position Type/Expected Hours of Work**

This is a full-time position, and days and hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m. with a 45-minute lunch break. Attendance at evening council/utility meetings are required.

### **Travel**

Some travel may be required for this position.

### **Required Education and Experience**

1. High school diploma or GED.
2. Three years of HR experience.

### **Preferred Education and Experience**

1. Bachelor's degree in human resources or business.
2. SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential.

3. Experience administering employee benefits, including health, and retirement type plans.
4. Experience with payroll systems.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.