

TOWN OF MILFORD - JOB DESCRIPTION

JOB TITLE: Manager/Director of Human Resources

CLASSIFICATION: Exempt – Grade Level 19

Job Description: Responsible for the administration of the Human Resources Office within the Administration Department consistent with Town policies and procedures and State and Federal Statutes. The position is responsible for maximizing human resource services by monitoring, reviewing and analyzing employee benefits so that reasonable benefits are provided to the employees at the best possible cost to the Town. The position is a conduit for information to employees. This position oversees the Town's Welfare Department.

Accountability: Works under the general administrative supervision of, and is accountable to, the Town Administrator.

Equipment Used: General office equipment including word processing equipment, electronic / memory typewriters, photocopiers, facsimile equipment, electronic postage meters, electronic calculators, GBC binding machines, etc.

Environment: **Inside:** 100 % **Outside:** 0 %

Duties and Responsibilities:

Except as specifically noted, the following functions are considered essential to this position. The listed duties, however, are not meant to be a complete listing of the duties which may be undertaken by this position.

1. Maintains all human resource files including personnel records, worker's compensation files, performance evaluation files, health files, etc., assuring confidentiality of files' contents.
2. Coordinates with Department Heads/Supervisors on the hiring of all employees. Drafts employment advertisements and submits to appropriate newspapers, web sites, etc.. Processes applications. Assists with applicant screening as requested by Department Head/ Supervisor. Schedules interviews. Sits in on interview panels as appropriate and/or prepares interview panel for wage and benefits questions. Checks references. Prepares offers of employment. Coordinates pre- and post- offer testing, as appropriate.
3. Performs new-hire intakes for all new employees (full-time and part-time) prior to date of hire. Distributes keys and arranges for other items new employees may require in the performance of their duties, as appropriate. Enrolls new employees into the Town's benefits program ensuring the employee understands all options available. Confirms all forms are completed properly, thoroughly, and in a timely fashion for submission to the various providers. Provides orientation to new employees as it pertains to all aspects of the Town of Milford Employee Handbook of Personnel Rules.
4. Researches and coordinates employee benefits programs which may include all insurance plans, Hampshire Hills membership plan; Computer Loan Program; deferred compensation plans, educational reimbursement plan, etc. Must be knowledgeable in all aspects of the Town's benefits package which may include health insurance, dental insurance, life insurance, short and long-term disability insurance, worker's compensation insurance, time-off benefits, New Hampshire Retirement Service, IRS Section 125 Plans, and the rules and regulations governing the administration of these plans.
5. Checks monthly invoices for insurance coverage to confirm proper adjustments for new employees, terminated employees, membership adjustments, etc. have been made. Contacts appropriate parties as needed to correct any adjustment errors, etc.. Maintains current listing of employees, benefits, salaries, etc. in order to reconcile monthly insurance billing. Answers questions from insurance carriers, employment verification, etc.

6. Develops and administers an orientation program for new Department Heads which addresses their special responsibilities including, but not limited to, budgetary responsibilities, Board of Selectmen meeting attendance, staff meeting attendance, personnel policies & procedures, financial and administrative policies & procedures, etc.
7. Coordinates with support staff in the procedures and reporting requirements of the Town's Workers' Compensation Program. Compiles investigation / claims data as requested by the carrier. Maintains the Town's First Aid Log as required by State Statute. Answers inquiries of Compensation Funds personnel on claims as appropriate.
8. Performs exit interviews for all terminating employees (full-time & part-time). Explains the employee's rights under COBRA, New Hampshire Retirement Service, etc.. Prepares all appropriate paperwork relative to same and forwards to appropriate agencies. Conducts exit interview survey to attempt to determine departing employee's views on employment with the Town of Milford. Collects keys, phones, pagers, credit cards, uniforms, ID cards, and any other items, as appropriate, belonging to the Town of Milford. Notifies the Finance Department of termination as promptly as possible so that final payments are made in a timely fashion.
9. Performs flexible benefits re-enrollments assuring all employees have responded and provide follow-up as necessary to ensure every employee has completed the appropriate re-enrollment form. Makes appropriate adjustments in the Town's flexible benefits program and provides new Confirmation Statements to employees in order to confirm selections. Follows up to ensure all Confirmation Statements are returned in a timely fashion. Provides new information to the Finance Department to insure appropriate adjustments are made to payroll records.
10. Prepares annual memo for Employee Performance Evaluations, assuring all reviews are submitted in a timely fashion by Department Heads for review by the Town Administrator and/or Board of Selectmen. Verifies proposed wage increases are within approved wage ranges. Returns reviews to appropriate Department Heads for review with the employees. Assures all reviews are ultimately returned to the HR Office and filed in the Employee Evaluation files.
11. Serves as liaison with various insurance companies for employees who are having problems with non-payment of invoices, questions as to coverage, etc. Serves as in-house Customer Service Representative for staff inquiries concerning insurance coverage/payment issues and provides follow-up as necessary to ascertain that problems and questions are appropriately resolved.
12. Develops and implements training and education programs for employees on health insurance options; benefits; personnel laws and issues, with special attention to harassment training for all employees and general training on a regularly-scheduled basis for Department Heads and Supervisors.
13. Serves as member of, and recording secretary to, the Personnel Committee. Prepares the Agenda for and the Minutes of all Personnel Committee Meetings.
14. Participates in the drafting of the Town of Milford Employee Handbook of Personnel Rules and in updates or revisions thereto. Distributes and explains the Employee Handbook to new, non-union employees (P/T & F/T). Distributes and explains the union contracts (AFSCME / Teamsters) to new employees whose positions are eligible for union membership.
15. Participates in labor union contract negotiations. As appropriate, drafts contract proposals with Town Administrator/Department Head and Board of Selectmen consideration; schedules meetings; researches issues and provides information required in developing negotiation strategies and/or making decisions. Keeps records of union grievances and schedules hearings for same as necessary, coordinating and providing materials for participants.
16. Maintains accurate job descriptions and organizational charts for all Town departments.

17. Undertakes to do a wage survey of all Town of Milford positions at least once every three years. With Town Administrator and Department Head input, makes recommendations to Board of Selectmen on changes to wage range and position placements in Town of Milford Wage & Compensation Administration Manual.
18. Under the direction of the Town Administrator, responds to NHMA, ICMA, Census Bureau and other agencies' salary surveys. Completes annual revision of departmental and committee staff updates for NHMA, State of NH, ICMA, etc.
19. Serves as the Privacy Officer for employee health records as required by revised Federal HIPAA regulations which went into effect in April 2003. Functions as the key compliance officer for all federal and state laws pertaining to the privacy of employee medical information. Assures the privacy of all employee medical information maintained within the custody of the HR Office is protected.
20. Performs other related duties as required.