

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION

DATE ESTABLISHED: 10/1/12
DATE AMENDED: 12/8/17

TITLE OF POSITION: Human Resources Coordinator

POSITION NUMBER: 15-05

PROGRAM: Administration - Human Resources

SUMMARY: The successful applicant will be expected to help organize, coordinate and carry out special projects and assisting with general administration regarding benefits, payroll, training and development, legal compliance, and other human resource issues. In addition the individual will respond to provider inquiries, assist with a provider profiling database, and HR department daily operational functions. The individual will assist the Chief HR Officer with special projects.

MINIMUM REQUIREMENTS:

Education and Experience

High School Diploma or equivalent; minimum four (4) years administrative experience, preferably in a Human Resources or managed care environment; or equivalent combination of education and experience which provides the knowledge, skills and ability necessary to perform the work required. (A Bachelor's degree in Human Resources or closely related field preferred.)

Working knowledge of PC Windows/Microsoft Office applications and familiarity with data base applications. Knowledge of managed care concepts, policies and procedures. Ability to apply knowledge of software applications to track, coordinate, analyze and report data.

Competencies

Excellent oral and written communication skills. Excellent organizational skills with the ability to prioritize assignments, maintain accurate records and meet deadlines. Ability to use good judgment in making decisions within scope of authority to handle sensitive issues with diplomacy and tact. Ability to maintain privacy in accordance with the privacy act and HIPAA.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.lifemanagementcenter.org

SUPERVISED BY: Chief Human Resources Officer

POSITIONS SUPERVISED: None

SALARY OR WAGE MINIMUM: \$30,000 annual

WAGE AND HOUR STATUS: Non-Exempt

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Provide paraprofessional and general support to the Chief Human Resources Officer. Perform paraprofessional assignments in various human resource functions including responding to inquiries regarding procedures and services.
2. Review and ensure the accuracy and completeness of human resource documents and electronic records including training, leave and salary records, and employee data forms.
3. Perform data entry tasks including but not limited to entering credentialing, training, safety & risk management, and personnel information to data base applications for tracking and reporting. This includes the EHR.
4. Organize, maintain and update employee Human Resource Information Systems (HRIS) and manual filing systems as needed.
5. Manage and provide technical support for the electronic LMC time sheet software.
6. Assist with processing of employee hiring, termination and transfers.
7. Conduct training and/or orientation in human resource rules and agency policies and procedures.
8. Coordinate recruitment advertising efforts; prepare recruitment ads and coordinate with publications representatives to ensure timely recruitment for open positions.
9. Manage and distribute employment applications.
10. Coordinate unemployment claims, cobra maintenance, FMLA compliance, etc.
11. Resolve benefits-related problems and provides positive employee relations.
12. Reconcile benefit statements.
13. Coordinate benefit plans including health care, supplemental insurance, retirement, etc. Assists with the employee wellness program.
14. Input, analyze, and summarize data and prepare reports using computerized and/or manual systems.
15. Abide by company enforced HR processes and current employment laws and regulations.
16. Develop/Improve internal office procedures.
17. Answer telephone, foster positive employee relations and work to solve any employee issues that surface or are brought to your attention.
18. Process moderately complex work requiring independent judgment in the use of relatively involved work methods and software applications.
19. Chair Staff Activity Committee activities and meetings.

20. Prepare and send appropriate applications and other related forms to provider/applicant for timely initial enrollment and renewals. Document, track and follow-up.
21. Help with onboarding/new-hire procedures: including organizing employee, creating new employee files, administering employee handbooks and ensuring all necessary paperwork is properly filled out and submitted to appropriate persons.
22. Act as facility SPOC (Single Point of Contact) for Auxiliary Aid services and ensure monthly reporting is completed in a timely manner.
23. Act as liaison between payer personnel and Contract Coordinator/other departments, as applicable.
24. Investigate and respond to credentialing inquiries (eligibility, approval, etc.) and other provider issues.
25. Communicate with Chief HR Officer on all relevant issues and activities.
26. Support any other special projects the Chief HR Officer needs assistance with.

NON-ESSENTIAL FUNCTIONS: List other functions that are typically shared with other employees that could, if necessary be performed by coworkers.)

- Back up other HR positions as required.
- Assist with completion of other HR Department tasks as requested.
- Work closely with other departments & co-workers to ensure highest level of accuracy in credentialing activities.
- Distribute internal mail, assist management team staff, provide coverage for other support staff, and other associated clerical & support duties as assigned.
- Ability to operate a vehicle used for company business.
- Assist Chief HR Officer with the Safety Program as requested.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

All Life Management Center employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the Life Management Center policies and procedures.

PHYSICAL REQUIREMENTS:

| Activity | Expectation | | |
|---|---|--|--|
| Standing | <input type="checkbox"/> Minimal | <input checked="" type="checkbox"/> Moderate | <input type="checkbox"/> Frequent |
| <input type="checkbox"/> Sitting | <input type="checkbox"/> Minimal | <input type="checkbox"/> Moderate | <input checked="" type="checkbox"/> Frequent |
| <input type="checkbox"/> Driving vehicles | <input checked="" type="checkbox"/> Minimal | <input type="checkbox"/> Moderate | <input type="checkbox"/> Frequent |
| Lifting and/or Carrying | <input type="checkbox"/> Minimal | <input checked="" type="checkbox"/> Moderate | <input type="checkbox"/> Frequent |
| Bending and/or Stooping | <input type="checkbox"/> Minimal | <input checked="" type="checkbox"/> Moderate | <input type="checkbox"/> Frequent |
| Climbing Stairs and/or Ladders | <input checked="" type="checkbox"/> Minimal | <input type="checkbox"/> Moderate | <input type="checkbox"/> Frequent |
| Walking or Moving (between offices, other facilities, etc.) | <input type="checkbox"/> Minimal | <input type="checkbox"/> Moderate | <input checked="" type="checkbox"/> Frequent |
| Other (lift above waist/reaching etc., please explain) Perform filing responsibilities | <input type="checkbox"/> Minimal | <input checked="" type="checkbox"/> Moderate | <input type="checkbox"/> Frequent |

Speaking: ☒ Yes ☐ No
Hearing: ☒ Yes ☐ No
Reading Comprehension: ☒ Yes ☐ No
Repetitive motion with hands, wrists, arms
(e.g keyboard, typing, handwriting, etc.) ☒ Yes ☐ No

Ability to lift and carry up to 15 pounds.

Ability to handle stressful situations: ☐ Minimal ☒ Moderate ☐ Frequent

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

| | Infrequent | Occasional | Frequent | N/A* |
|----------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| Travel Same Day | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel Overnight | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overtime (Non-Exempt only) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Holidays/Weekends | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Shift Work (PMs/Midnights) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

* Not Anticipated

Copy received by:

_____ **Date** _____