

HUMAN RESOURCES GENERALIST III

DISTINGUISHING FEATURES OF THE CLASS: This is highly technical and independent work performing a variety of functions in technical areas of public personnel and human resource administration such as data collection, contract administration, benefit administration, research for contract negotiations, overseeing the examination program, rendering assistance to city departments, civil divisions, employees, city retirees, and the public. This position also has responsibility for assisting in administering and overseeing compliance with the technical provisions of the Civil Service Law and Civil Service Rules and Regulations for all civil divisions that fall within the jurisdiction of the city including school district, public authorities and special districts. Duties also include responsibility for planning, implementing, and evaluating a wide variety of human resource policies and functions. The work is performed under the general direction of the Director of Human Resources and/or the Civil Service Commission with considerable leeway allowed for the exercise of independent judgment in planning and executing assignments. Supervision is exercised over the work of subordinate personnel.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Confers with and acts as consultant for local government officials, city department heads, union officials, and employees concerning a wide variety of matters concerning Civil Service Law, City of Albany Rules and Regulations, and personnel policies;
- Supervises various phases of human resource and benefit administration for City employees, including benefits management of such programs as health insurance, flexible spending plan, leave time, health insurance buyouts, retirement benefits, Employees' Assistance Program and other related benefits/programs;
- Oversees and supervises all aspects of Civil Service Administration for jurisdictions covered by the City of Albany Civil Service Commission;
- Develops and implements training programs for entities served;
- Supervises human resources staff in planning, organizing and coordination of work;
- Oversees the records retention and disposition processes for the office;
- Researches, evaluates and present recommendations to the Director of Human Resources for implementing the approved benefits options;
- Maintains the comprehensive classification plan for the city and civil divisions;
- Prepares the agenda and resolutions for the Civil Service Commission meetings;
- Acts as primary contact and manages multiple third-party vendor relationships to ensure efficient and effective administration of all benefit plans;
- Partners with brokers to design, plan and manage the implementation, communication and administration of company-wide employee benefits programs such as health insurance, disability, retirement and other related benefit plans;
- Negotiates with brokers and insurance companies with respect to premiums, terms, conditions, renewals/modifications;

- Manages regulatory human resources compliance;
- Oversees and participates in the preparation and certifies the submission of all governmental compliance reporting;
- Acts as liaison between Human Resources Department and various unions, insurers and New York State agencies;
- Manages orientation and on-boarding program/procedures for City employees;
- Manages all vendor portals and works with human resources staff and with vendors to ensure all employees are trained on how to use portals;
- Participates in contract negotiations with respect to developing City proposals regarding employee benefits, reviewing union proposals with respect to benefits and implementing benefit changes as a result of contract negotiations;
- Audits and trains personnel on system interfaces to ensure proper delivery of information;
- Oversees the benefit renewals and open enrollment processes;
- Interprets and applies Civil Service Law in the formation of policies and procedures;
- Oversees all aspects of the examination program for the city and all civil divisions;
- Plans new methods and procedures for more efficient operation of the administration of the office and provides appropriate training to staff;
- Assists the Director of Human Resources in layoff procedures, preparation of materials for arbitration hearings, grievance proceedings;
- Provides guidance in employee disciplinary actions;
- Performs evaluations of subordinate employees;
- Recommends jurisdictional classification changes to the Civil Service Commission and assists in the formulation of resolutions for amending the City Civil Service Rules;
- May be involved in the collection and compiling of data for labor relations;
- Conducts studies as assigned by the Civil Service Commission and Director of Human Resources;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of regulations, eligibility requirements and types of health insurance and benefit programs;
- Comprehensive knowledge of basic medical and insurance industry terminology;
- Comprehensive knowledge of principles and processes for providing customer and personal services.
- Comprehensive knowledge of third party and medical provider billing and payment procedures;
- Comprehensive knowledge of office terminology, procedures and computer systems used;
- Comprehensive knowledge of New York State Civil Service Law and City of Albany Civil Service Rules and Regulations;

- Thorough knowledge of practices, policies, and procedures of public personnel administration;
- Thorough knowledge of principles of position classification techniques, examination administration, job evaluation, personnel transactions, and salary administration;
- Thorough knowledge of employee relations, public relations, performance rating, and recruitment;
- Thorough knowledge of City operations and functions;
- Good knowledge of the organization and functions of local government in New York State;
- Ability to use Human Resources Information Systems or business process management software of integrated applications related to finance and human resources;
- Ability to operate a computer with a high degree of accuracy and utilize common office software programs including word processing, spreadsheets, and databases to generate necessary reports and input data;
- Ability to oversee and supervise the work of others;
- Ability to analyze and organize data and prepare and maintain detailed records and reports;
- Ability to establish and maintain effective working relationships with others and to deal effectively with the public;
- Ability to communicate effectively both orally and in writing;
- Ability to understand and follow complex oral and written instructions;
- Ability to analyze and resolve complex problems;
- Initiative;
- Sound judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree and three (3) years of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and five (5) years of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision.

D. Any equivalent combination of training and experience as defined by the limits of (A), (B), or (C) above.

Issued: 10/30/19
Revised: 6/24/20