



**CITY OF NORFOLK**  
 Department of Human Resources

**INVITES APPLICATIONS FOR THE POSITION OF:  
 Human Resources Analyst (Total Absence Management Analyst)**

*An Equal Opportunity Employer*

**SALARY**  
 \$22.99 - \$37.49 Hourly    \$1,839.35 - \$2,999.15 Biweekly    \$47,823.00 - \$77,978.00  
 Annually

**OPENING DATE:** 08/01/18

**CLOSING DATE:** Continuous

**DESCRIPTION:**

Norfolk, Virginia is America's most authentic and urban waterfront city. Home to the world's largest naval station and the business, arts, and cultural center of Coastal Virginia, Norfolk has been rated a top place to live, work, play, and raise a family by numerous publications.

In support of over 225,000 residents, regional neighbors, and visitors from all over the world, the City of Norfolk employs over five thousand hard-working, agile, and accountable individuals who each play a vital role in making Norfolk the unique and authentic city of the future that its citizens deserve and demand.

Diverse. Agile. Accountable. The City of Norfolk is building a best-in-class case management program to deliver absence & disability management services to our employees. Norfolk's Human Resources Team has an immediate opening for a dynamic Total Absence Management Analyst to manage a large volume of disability and leave cases of varying types and complexity and who will serve as the Subject Matter Expert (SME) providing guidance and expertise to the HR team, employees, managers, and other key business stakeholders in Federal, State, local and the City's leave, salary continuation, disability, Worker's Compensation, Transitional Return-to-Work and Job Accommodation policies and programs. In addition, the Human Resources Analyst is the first point of contact for all escalated cases and works to resolve identified issues and gaps; leads and conducts quality assurance and audit control activities to ensure program and regulatory compliance; and is responsible for all data reporting and analytics across the various leave and disability benefit lines.

For employees, the Human Resources Analyst serves as the face of Human Resources and is expected to embody the City's core values of accountability, integrity, innovation, and respect. This position offers unlimited potential for professional and career advancement for the successful candidate who demonstrates outstanding attention to detail and organizational skill, significant experience in absence management; and a high degree of enthusiasm for public service in a demanding but supportive Human Resources environment.

**ESSENTIAL FUNCTIONS**

Essential functions include but are not limited to:

- Ensure program compliance with all government regulations including Americans with Disabilities Act (ADA) and Family Medical Leave Act (FMLA).
- Administers the City's Worker Compensation system and other activities, which include ADA review and accommodation protocols.
- Facilitate efficient program administration and best practices related to absence management and return to work. Serves in a consultancy role in the design and development of new program features and industry standard solutions to enhance absence management program services and performance.
- Access the Workers' Compensation carrier system and verify claim information, review notes and communication with adjuster as needed.
- Represent the City during administrative hearings, case review meetings and other highly visible meetings as needed.
- Identify strategies and resources to facilitate the best response to disability issues. Facilitate discussion and problem solving with internal and external clients for resolution to ensure disability leaves are effectively managed through the entire process.
- Communicates with and monitors services of Workers' Compensation carrier.
- Utilize the PeopleSoft system to verify employment, salaries and personal employee information for filing worker's compensation claims.
- Coordinates and approves the FMLA processes for City employees in conjunction with department liaisons; issues and reviews completed forms, obtains clarification of information as necessary, and ensures designations are communicated to employees and departments.
- Schedule fitness for duty appointments as appropriate.
- Oversight and coordinator of the City's short term disability, long term disability and sick leave bank policies and programs.
- Develops presentations and trainings to communicate disability management policies, monitoring the performance of and providing guidance to internal and external claims services and resolving unusual claims.
- Manages disability cases through a variety of policies and procedures specific to occupational and non-occupational disability.
- Identifies, reviews and recommends specific action in cases involving ADA accommodation requests.
- Acts as the coordinator for Disability/Workers Compensation cases city-wide.
- Serves as the liaison between employees and providers.
- Provides technical reports and statistical analysis of data.
- Conducts routine file reviews to ensure quality and compliance goals are achieved.
- Conducts quality assurance and audit control activities across all leave and disability service lines to ensure program and regulatory compliance.
- Maintains contact with third party administrators to obtain necessary information regarding claims.
- Coordinates and participates in strategic planning aimed at reducing the incidence rate of worker's compensation related injuries and associated financial risk.
- Works closely with City Safety Officer to determine safety trainings needed.
- Maintains employee medical files with authorizations for services, testing results, requests for accommodation, and other protected medical information.

### **EDUCATION/EXPERIENCE**

Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.

One year experience in Human Resources; or an equivalent combination of education and experience.

### **DESIRABLE QUALIFICATIONS AND CORE COMPETENCIES**

The ideal candidate will possess five (5) years in Human Resources with a focus on total absence management. Professional certifications such as Certification of Disability Management Specialist (CSMS), Certified Case Management (CCM) or Certified Professional in Disability Management (CPDM) are preferred.

Additionally, the ideal candidate will demonstrate the following key competencies:

#### DISABILITY MANAGEMENT EXPERIENCE

Demonstrated experience delivering disability and absence management initiatives. Experience ensuring program compliance with all government regulations, including ADA, Workers' Compensation, FMLA, and employment laws and procedures.

#### COMMUNICATION

Outstanding skills in both spoken and written communications. Demonstrated ability to develop presentations and to present effectively to audiences. Excellent skills at engaging audiences, explaining complex processes and demonstrating active listening.

#### COLLABORATION

Demonstrated ability to work effectively with others, establish and maintain strong working relationships throughout the organization and within in the team. Ability to communicate, consult, gather perspectives and understand the viewpoints of others while influencing win-win solutions and forward thinking initiatives for the organization.

#### CRITICAL THINKING

Demonstrated ability to interpret data, develop conclusions, and develop and implement action plans that resolve issues. Experience in solving complex long term occupational and non-occupational leave matters and developing effective solutions.

#### **ADDITIONAL INFORMATION & REQUIREMENTS**

Valid Driver's License.

PHR/SPHR, SHRM-CP/SHRM-SCP, CDMS, CCM or CPDM preferred.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

OR

HUMAN RESOURCES ANALYST (TOTAL ABSENCE MANAGEMENT ANALYST)  
JC

Job #95000

### **Human Resources Analyst (Total Absence Management Analyst) Supplemental Questionnaire**

- \* 1. The following Supplemental Questions are specific to the position for which you have applied to assist the hiring manager in screening applications for specific experience being sought. Please be specific in answering these questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer "see resume" or "see application" as these are not valid answers. Please note that if you are invited to be interviewed by the department, your responses to the following questions may be subject to verification.
  - I understand and will answer the following supplemental questions completely and thoroughly.
- \* 2. Please indicate the highest level of education you possess.
  - High School or Equivalent
  - Some College
  - Associate's Degree
  - Bachelor's Degree
  - Master's Degree or higher
- \* 3. Please indicate how many years of experience you possess in handling worker's

compensation claims.

- Less than 1 year of experience
  - 1-3 years of experience
  - 4-6 years of experience
  - 7 or more years of experience
- \* 4. Please indicate how many years of experience you possess processing absence management requests within a public sector.
- Less than 1 year of experience
  - 1-3 years of experience
  - 4-6 years of experience
  - 7 or more years of experience
- \* 5. Do you have experience working with third party vendors for worker's compensation claims?
- Yes
  - No
- \* 6. Please indicate how many years of experience you possess processing FMLA requests.
- Less than 2 years of experience
  - 2-4 years of experience
  - 4-6 years of experience
  - 6 or more years of experience
- \* 7. Please describe your involvement and role in implementing action oriented innovative models and approaches to absence management within a large organization. If you do not have experience, please write N/A.
- \* 8. Please describe your training approach for managers and employees regarding total absence management policies and procedures. If you do not have experience, please write N/A.
- \* 9. Please describe your expertise partnering with stakeholders and other team members on disability cases with a job performance or employee relations component. Please include one example. If you do not have experience, please write N/A.
- \* 10. Please describe your experience and knowledge working within a total absence management role as it relates to the following regulations: Americans with Disabilities Act (ADA) and Family Medical Leave Act (FMLA). Please also indicate the amount of claims you process on average each year. If you do not have experience, please write N/A.
- \* 11. Please describe your experience interacting with physicians, third party administrator staff, and case managers. If you do not have experience, please write N/A.
- \* 12. Please indicate your level of knowledge in Microsoft Excel.
- None
  - Beginner
  - Intermediate
  - Advanced
- \* 13. Please provide an explanation of any periods of unemployment that are 30 days or longer. Indicate N/A if you have not experienced any periods of unemployment.

- \* 14. Do you currently reside in the City of Norfolk?
  - Yes
  - No
- \* 15. Are you a current or previous City of Norfolk employee?
  - Yes - I am a current City of Norfolk Employee
  - Yes - I am a previous City of Norfolk Employee
  - No - I am not a previous or current City of Norfolk employee
- \* 16. Please indicate your veteran status. (A copy of your long form DD-214 may be required)
  - I am not a Veteran
  - I am a Veteran
  - I am a Disabled Veteran
- \* Required Question