

TOWN OF STOUGHTON
HUMAN RESOURCES
PROGRAM COORDINATOR II

Department:	Human Resources	Date:	9-26-2023
Reports to:	Town Manager	Hours Worked:	35
FLSA Status	Exempt		

STATEMENT OF DUTIES:

Highly skilled administrative and supervisory work in assisting senior management in discharging the duties of their office; all other work as required.

SUPERVISION:

Works under the administrative direction of the Town Manager. Generally establishes own work plan and priorities. May utilize initiative to complete work assignments. New or unusual assignments may require additional instruction and supervisory review. Performs varied and responsible complex functions requiring a thorough knowledge of departmental operations. Exercises considerable judgment in supervising subordinate staff; supervisory duties may include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; assisting with the selection of new employees; acting on employee problems; and recommending the discipline and discharge of employees as appropriate.

JOB ENVIRONMENT:

Most work is performed under typical office conditions. Operates computer and general office equipment, such as a personal computer, calculator, copier, facsimile machine and telephone.

Makes frequent contact with officials, department heads, other employees, and state, federal and local agencies. Also makes regular constant contact with the general public, in-house personnel, other municipalities, hospitals, utilities, schools, other governmental agencies, and vendors doing business with the department. Contact is by telephone, in person and correspondence and personal meetings. Contacts can require a sophisticated degree of persuasiveness to influence the behavior of others.

Has access to highly confidential information, personnel records, bid proposals, reports and personal information regarding citizens receiving services from the department. Has access to litigation and billing documents, and to confidential communication from legal counsel, department heads and citizens, employees and other outside agencies.

Errors in the application of established departmental procedures could result in monetary loss, reduced levels of service, confusion and delay in the provision of services and could have legal

and/or financial repercussions for the town. Errors in judgment, administration or technique could create serious legal or financial repercussions, or result in considerable confusion and delay for the town or for individual citizens.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

- Reports directly to the Town Manager; works in association with the Town Treasurer/Collector on payroll/banking related issues.
- Manages the day to day activities of the department including managing budgets and expenditure, coordinating meetings, and planning projects; Supervises the preparation of Town and School payrolls, salary adjustments due to contractual changes, and other payments.
- Finalizes Payroll and Reconciles payroll reports and transmits deduction checks. Reports and Reconciles Retirement Data and Payments.
- Prepares calculations of employer cost for Social Security/Medicare taxes
- Reconciles Social Security/Medicare Wages.
- Facilitates Payments of all taxes and Payroll Deductions.
- Ensures deductions for wage attachments, and benefits are paid to appropriate party in a timely manner.
- Calculates and submits all manual checks, voids, and third party payments.
- Runs check registers and reviews for accuracy.
- Receives and downloads files on computer to update current year to date information.
- Assists administrators and others by providing information and data utilizing the Payroll Reporting System.
- Files mandated quarterly and annual reports with the IRS and Massachusetts DOR.
- Administers employee benefit programs; group insurance, life, medical and dental, accident and disability, insurance, pensions, investments, and savings, health maintenance organizations, and the COBRA program.
- Oversees Open Enrollment, retirement, OBRA, COBRA, and deferred compensation.
- Assists employees and retirees with Health insurance, Medicare, and retirement concerns. Processes and maintains all status reports and pay changes accurately when Assistant is out of the office.
- Conducts pre-hire screenings such as reference checks, CORI checks, sex offender checks, credit checks, employee verification, education verification, or worker compensation history.
- Responds to inquiries from employees and resolves problems as needed.
- Provides advice and limited counseling; makes referrals as appropriate to EAP, Retirement Board, etc.
- Maintains detailed personnel records for town employees.
- Develops and monitors employee work performance program.
- Provides necessary paperwork to Town Treasurer in order to insure timely and complete payroll and insurance enrollments.

- Assists in developing strategies and coordinating preparations for negotiations for collective bargaining agreements.
- Assist in the preparation and presentation of analyses for wage/benefit reviews for labor contract negotiations
- May coordinate preparations for hearings and investigations involving grievance arbitrations, EEOC hearings, and Unemployment appeals
- May confer with bargaining unit representatives to the Insurance Advisory Committee.
- Assists in the maintenance and updating of personnel policies, procedures, and related manuals.
- Monitors current personnel policies, job classifications and salary structures;
- Maintains policies, procedures, and related manuals, updating them as needed in conformance with all changes to Federal and State Personnel laws and requirements.
- May advise the department heads and employees on personnel matters.
- Has access to confidential information, such as personnel records, bid proposals, reports, litigation documents, collective bargaining/union grievances, labor relations documents and other confidential communication between Town and legal counsel, department heads and citizens, employees, and other outside agencies.
- Assists in the identification, implementation and maintenance of the Town's information privacy policies and procedures in coordination with the Town Manager and legal counsel.
- Performs ongoing compliance monitoring activities to ensure the Town has and maintains appropriate privacy and confidentiality consent and authorization forms, information notices and materials reflecting current legal requirements.
- Ensures compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all individuals in the Town's workforce, extended workforce, and for all vendors and contractors, in cooperation with the Town Manager and legal counsel, as applicable.
- Prepares various reports of Payroll, Employee Benefits and HR activities as requested by the Town Manager or his/her designee.
- Answers inquiries, routes requests and addresses complaints from the general public.
- Maintains and administers departmental budgetary accounts, payroll, and bills payable, and generates purchase orders. Prepare monthly vouchers as assigned.
- Supervises departmental employees and volunteers; coordinates and maintains all salary, overtime, and attendance information in compliance with Town's procedures, contractual and statutory obligations.
- Updates the department's webpage.
- Performs other related duties as required.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education, Training, and Experience:

Associate Degree and a minimum of three (3) years of experience or any equivalent combination of education, professional training and experience.

Bachelor Degree in Business Administration, Public Administration, Human Resources, or Political Science and one (1) year management experience preferred.

Knowledge, Ability and Skills:

Knowledge:

- Thorough knowledge of business practices, records management, municipal procedures, office terminology, and equipment.
- Working knowledge of applicable office and financial software programs.
- Working knowledge of state, local, and federal statutes and regulations applicable to the duties and responsibilities of specific office.
- Working knowledge of the rules and regulations, orders, policies and procedures relating to personnel and human resources.

Ability:

- Ability to deal effectively and appropriately with the general public as well as town, state, and federal officials.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain detailed and accurate records and prepare reports.
- Ability to work effectively under time constraints to meet deadline.
- Ability to work independently and manage multiple unrelated projects at one time.
- Ability to use a personal computer and related office software.
- Ability to handle emergency situations calmly, promptly, and efficiently while under a high level of stress and emotional strain.
- Ability to attend to a number of details occurring simultaneously and prioritize tasks.
- Ability to make decisions regarding the safety of the public and responding personnel.
- Ability to transmit the information from a caller to emergency personnel with understanding of the situation.
- Ability to elicit needed information from a caller who may be a child, injured or incapacitated. Ability to speak clearly and give clear directions over the radio and phone.
- Ability to maintain highly confidential information.
- Ability to use advanced computer and word processing skills including Microsoft Word, Access, Excel, Publisher, Outlook; advanced database skills including creating and maintaining multiple databases and spreadsheets.
- Ability to train, supervise and evaluate subordinates.

Skills:

- Excellent planning and organization skills.
- Skill in using computer technology, and record-keeping.
- Excellent skills in customer service, and public relations.
- Ability to work independently and accurately with frequent interruptions

Physical Requirements

Minimal physical effort generally required in performing administrative, counseling duties. Position requires the ability to operate a keyboard and standard office equipment. Occasionally required to lift office equipment weighing no more than 30 pounds. The employee is frequently required to use hands to finger, handle, or feel equipment and to reach with hand and arms. The employee is frequently required to sit and talk and hear. Specific vision requirements include close vision, distance vision and to adjust focus.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

TOWN OF STOUGHTON

HUMAN RESOURCES

PROGRAM ADMINISTRATOR I

Department:	Human Resources	Date:	9-26-2023
Reports to:	HR Director	Hours Worked:	35
FLSA Status	Exempt		

STATEMENT OF DUTIES:

Highly skilled administrative and supervisory work in assisting senior management in discharging the duties of their office; all other work as required.

SUPERVISION:

Works under the administrative direction of Human Resources Director or senior management. Generally establishes own work plan and priorities. May utilize initiative to complete work assignments. New or unusual assignments may require additional instruction and supervisory review. Performs varied and responsible complex functions requiring a thorough knowledge of departmental operations. Exercises considerable judgment in supervising subordinate staff; supervisory duties may include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; assisting with the selection of new employees; acting on employee problems; and recommending the discipline and discharge of employees as appropriate.

JOB ENVIRONMENT:

Most work is performed under typical office conditions. Operates computer and general office equipment, such as a personal computer, calculator, copier, facsimile machine and telephone.

Makes frequent contact with officials, department heads, other employees, and state, federal and local agencies. Also makes regular constant contact with the general public, in-house personnel, other municipalities, hospitals, utilities, schools, other governmental agencies, and vendors doing business with the department. Contact is by telephone, in person and correspondence and personal meetings. Contacts can require a sophisticated degree of persuasiveness to influence the behavior of others.

Has access to highly confidential information, personnel records, bid proposals, reports and personal information regarding citizens receiving services from the department. Has access to litigation and billing documents, and to confidential communication from legal counsel, department heads and citizens, employees and other outside agencies.

Errors in the application of established departmental procedures could result in monetary loss, reduced levels of service, confusion and delay in the provision of services and could have legal

and/or financial repercussions for the town. Errors in judgment, administration or technique could create serious legal or financial repercussions, or result in considerable confusion and delay for the town or for individual citizens.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

- Reports directly to Program Coordinator of Human Resources; works in association with the Town Treasurer/Collector.
- Assists in the management of the day to day activities of the department including managing budgets and expenditure, coordinating meetings, and planning projects; Supervises the preparation of Town and School payrolls, salary adjustments due to contractual changes, and other payments.
- Completes Payroll and Benefit Forms Reconciles payroll reports and transmits deduction checks. Reports and Reconciles Retirement Data and Payments.
- Prepares calculations of employer cost for Social Security/Medicare taxes
- Reconciles Social Security/Medicare Wages.
- Facilitates Payments of Payroll Deductions.
- Ensures deductions for wage attachments, and benefits are paid to appropriate party in a timely manner.
- Calculates and submits all manual checks, voids, and third party payments.
- Runs check registers and reviews for accuracy.
- Receives and downloads files on computer to update current year to date information.
- Assists administrators and others by providing information and data utilizing the Payroll Reporting System.
- Files mandated reports with the IRS and Massachusetts DOR.
- Administers employee benefit programs; group insurance, life, medical and dental, accident and disability, insurance, pensions, investments, and savings, health maintenance organizations, and the COBRA program.
- Processes Open Enrollment, retirement, OBRA, COBRA, and deferred compensation.
- Assists employees and retirees with Health insurance, Medicare, and retirement concerns. Processes and maintains all status reports and pay changes accurately.
- Maintains detailed medical, dental, and life insurance records.
- Assists in the management of Section 125 Plan.
- Explains benefits and general town policies to new employees.
- May conduct pre-hire screenings such as reference checks, CORI checks, sex offender checks, credit checks, employee verification, education verification, or worker compensation history.
- Prepares and maintains employee files, assuring accuracy, compliance and confidentiality. i.e : unemployment claims, verifications, I9 status and State regulations
- Responds to inquiries from employees and resolves problems as needed.
- Provides advice and limited counseling; makes referrals as appropriate to EAP, Retirement Board, etc.
- Maintains detailed personnel records for town employees.

- Develops and monitors employee work performance program.
- May track employee sick/vacation//personal leave time, keeping payroll up to date.
- Provides necessary paperwork to Town Treasurer in order to insure timely and complete payroll and insurance enrollments.
- Assists in developing strategies and coordinating preparations for negotiations for collective bargaining agreements.
- Assist in the preparation and presentation of analyses for wage/benefit reviews for labor contract negotiations
- May coordinates preparations for hearings and investigations involving grievance arbitrations, EEOC hearings, and Unemployment appeals
- May confer with bargaining unit representatives to the Insurance Advisory Committee.
- Assists in the maintenance and updating of personnel policies, procedures, and related manuals.
- Monitors current personnel policies, job classifications and salary structures and recommends changes to Human Resources Director and Town Manager;
- Maintains policies, procedures, and related manuals, updating them as needed in conformance with all changes to Federal and State Personnel laws and requirements.
- May advise the department heads and employees on personnel matters.
- Has access to confidential information, such as personnel records, bid proposals, reports, litigation documents, collective bargaining/union grievances, labor relations documents and other confidential communication between Town and legal counsel, department heads and citizens, employees, and other outside agencies.
- Assists in the identification, implementation and maintenance of the Town's information privacy policies and procedures in coordination with the Human Resources Director and legal counsel.
- Performs ongoing compliance monitoring activities to ensure the Town has and maintains appropriate privacy and confidentiality consent and authorization forms, information notices and materials reflecting current legal requirements.
- Ensures compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all individuals in the Town's workforce, extended workforce, and for all vendors and contractors, in cooperation with the Human Resources Director and legal counsel, as applicable.
- Prepares various reports of Payroll, Employee Benefits and HR activities as requested by the Treasurer/Collector, the Human Resources Director or the Town Manager.
- Answers inquiries, routes requests and addresses complaints from the general public.
- Maintains and administers departmental budgetary accounts, payroll, and bills payable, and generates purchase orders. Prepare monthly vouchers as assigned.
- Supervises departmental employees and volunteers; coordinates and maintains all salary, overtime, and attendance information in compliance with Town's procedures, contractual and statutory obligations.
- Determine what discipline should be imposed for subordinates, with authority to apply such, and/or submits/recommends same to higher level management.
- Provides administrative support to the Department and/or Board, preparing agenda information and gathering background files for action items; prepares all necessary correspondence and follow-up actions.
- Posts meetings as required under Open Meeting Law. Maintains all office files and records pursuant to Public Records Law;

- Assists in the preparation of official document and correspondence to ensure accuracy and compliance with local and state laws and policies.
- Participates in long- and short-term program development and planning including establishing project budgets, scheduling a timeline and coordinating project staff.
- Develops and effectively manages program timelines to ensure timely completion of projects by tracking projects and updating calendars
- Identify technological tools to enhance and support department's programs. Coordinates repair and maintenance of the office machines and ensures that department's supplies are ordered and kept up to date.
- Updates the department's or Board's webpage.
- Performs other related duties as required.

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- Ability to communicate effectively, orally and in writing.
- Ability to maintain detailed and accurate records and prepare reports.
- Ability to work effectively under time constraints to meet deadline.
- Ability to work independently and manage multiple unrelated projects at one time.
- Ability to use a personal computer and related office software.
- Ability to handle emergency situations calmly, promptly, and efficiently while under a high level of stress and emotional strain.
- Ability to attend to a number of details occurring simultaneously and prioritize tasks.
- Ability to make decisions regarding the safety of the public and responding personnel.
- Ability to transmit the information from a caller to emergency personnel with understanding of the situation.
- Ability to elicit needed information from a caller who may be a child, injured or incapacitated. Ability to speak clearly and give clear directions over the radio and phone.
- Ability to maintain highly confidential information.

- Ability to use advanced computer and word processing skills including Microsoft Word, Access, Excel, Publisher, Outlook; advanced database skills including creating and maintaining multiple databases and spreadsheets.
- Ability to train, supervise and evaluate subordinates.

Skills:

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