

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 5376  
Grade: 22  
FLSA: Exempt

### Standard Job Description

Job Title  
Senior Human Resources Coordinator

Department  
Human Resources

#### Job Summary

Manages the day-to-day activities of an affiliate Human Resources Department. Provides accurate, responsive and efficient Human Resources consultation to management and staff. Serves as consultant strategist in the areas of recruitment/retention, policy development/interpretation, dispute resolution/mediation, communication, HR/Benefits transactions and performance management.

This position is exempt from Career Service under the CCHHS Personnel Rules.

#### Typical Duties

- Supervises, hires, evaluates and disciplines Human Resource team members.
- Attends and participates in operational meetings as assigned, including but not limited to, Affiliate Senior Leadership, Quality, Customer Services, Emergency Preparedness, Joint Commission Readiness (and/or any other regulatory agency), etc.
- Serves as the department's point person for Quality Initiatives, data gathering and reporting.
- Develops, maintains and facilitates the bi-weekly Hospital Orientation to ensure compliance with Hospital, Joint Commission and any other applicable regulatory standards.
- Serves as the primary intake person for employee complaints, concerns or grievances and assesses the level of assistance required.
- Provides feedback to management regarding employee concerns and works with management to identify potential solutions.
- Processes all administrative changes in HRIS Systems and completes related paperwork.
- Designs and maintains special HRIS reports and ad-hoc reports on turnover and separations. Prepares monthly logs, records, and reports as needed (i.e., FMLA, vacancy report, seniority, etc.)
- Coordinates with Payroll and IS in the maintenance of the HRIS/Payroll System.
- Manages the process for tracking current and separated employees; works to maintain off-site management of records; purges when necessary and establishes new processes when needed. This includes managing employee records related to ongoing grievances and the response or potential plans of action for grievances.
- Monitors unemployment compensation claims and billing to ensure accuracy of names and verifies dates of termination before submitted to Accounts Payable for processing. Works with the unemployment processing vendor to provide accurate and timely documentation for unemployment hearings.
- Examines and verifies employee records and other related documents for completeness and accuracy, i.e. I-9's, federal and state tax forms, licenses, certifications, etc.
- Manages license renewal process for all licensed staff, ensures 100% compliance and maintains primary source verified copies of all licenses in the personnel file.

### Typical Duties continued

- Facilitates training for management in Human Resource processes, procedures and/or policies. Also serves as the Department training coordinator to ensure department compliance with any required training, including updating annual competencies.
- Responsible for timekeeping for the department; serves as back-up.
- Assists with participation in salary and benefit surveys.
- Reviews and verifies accuracy of all invoices related to the HR Department prior to submission for payment.
- Maintains Policy and Procedure manuals, Legal Guide for Human Resources and other HR manuals. Maintains the personnel files for the Affiliate Senior Staff and the HR Department personnel files.
- Maintains confidential records of labor-related matters including claims, charges, grievances, etc. and employer's response thereto.
- Works with management and conducts investigations, as needed.
- Assists the County AA/EEO Officer in responding to and providing documentation for EEOC, IDHR and Cook County Commission Complaints, as needed.
- Responsible for managing all leaves (including but not limited to Medical, FMLA, Personal, Education, etc.) and Worker's Compensation (Duty Disabilities) claims; advises employees on eligibility, coverage and other leave-related matters; works, coordinates and advises management accordingly.
- Responsible for the preparation of any and all forms and correspondence in connection with leaves (i.e., approval/denial letters; follow-up correspondence, etc.)
- Responsible for all required follow-up connection with leaves (i.e., employee return to work from a leave; employees who do not return to work; requests for extension of a leave, etc.)
- Responsible for the preparation of monthly leave reports and analysis of same with regard to trends, concerns, etc.
- Works closely and in conjunction with Employee Health Services (EHS) with regard to employee medical/FMLA leaves; employees returning to work from a leave, etc.
- Responsible for any HRIS system data entry with regard to leaves, time-off accruals, adjustments, changes in seniority in connection with a leave.
- Works with employee and management in the processing of employee disability claims.
- Works with and assists EHS and the County Department of Risk Management with Worker's Compensation (Duty Disability) matters to ensure employees on Worker's Compensation (Duty Disability) are concurrently placed on FMLA.
- Responsible for attending and participating in department meetings related to ongoing or future collective bargaining negotiations, including but not limited to analyzing proposals and counter-proposals, responding to proposals, preparing and reviewing tentative agreements, and formulating strategies for current and future collective bargaining agreements.
- Participates in all aspects of labor negotiations. This includes, but not limited to, attending collective bargaining sessions, analyzing proposals and counter-proposals, assisting in responses to proposals and counter proposals, preparing proposals, reviewing and drafting tentative agreements, attending employer meeting to discuss strategy for on-going and future collective bargaining negotiations, caucusing other members of management, assisting in preparing cost-outs for proposals, and recording minutes for collective bargaining sessions.
- Provides support to the Director and/or System Director and any other Senior Staff members.
- Provides leadership and support to the other HR staff as needed and when necessary.
- Ensures all requests for verification of employment is completed and responded to in a timely fashion.

### **Typical Duties continued**

- Responsible for the accurate and timely completion of required audits (i.e., monthly insurance statements, service/anniversary step increases, accruals, etc.); reports (i.e., monthly IDES Report), and invoices (i.e., purchasing, MCHC, etc.) and other audits and reports as assigned.
- Ensures the work performed by subordinates is accurate, timely, responsive, etc.
- Performs other duties as assigned.

### **Reporting Relationships**

Reports to the Director of Human Resources or System Director of Human Resources

### **Minimum Qualifications**

- Bachelor's Degree from an accredited college of university. (Must provide official original transcript in sealed envelope at time of interview)
- Six (6) years of current, full-time Human Resources experience is required.
- Three (3) years of full-time supervisory experience is required.
- Previous full-time Human Resources work experience in a major hospital/medical center, university, government agency or corporation is required.
- Prior experience working in a union environment is required.
- Strong knowledge of Microsoft Office Word and Excel is required.
- Ability to travel to and from and at or out of any of the Cook County Health & Hospitals System facilities, including the Cook County Bureau of Human Resources in a timely manner.

### **Preferred Qualifications**

- Bachelor's degree in Human Resources, Business Administration, Industrial/Organizational or Management.
- SPHR or PHR Certification is preferred.

### **Knowledge, Skills, Abilities and Other Characteristics**


- Proficient in Microsoft Office Suite, including Word, Excel and PowerPoint
- Knowledge of specific equipment; computers, calculators, ID equipment
- Conflict management skills for dealing with irate applicants, staff and personnel problems
- Excellent written and verbal communication skills to work with all levels of individuals internally and externally
- Excellent analytical and organizational skills, problem solving skills, critical thinking skills, dependability, flexibility and the ability to handle multiple projects in a fast-paced environment
- Strong project management skills
- Mathematical skills; basic - addition; subtraction; fractions; multiplication; division
- Ability to demonstrate sensitivity and respect in serving culturally diverse applicants and employees
- Ability to work independently and collaboratively with minimal supervision
- Attention to detail for employee information, documentation, and communication of information to all customers
- Works to meet deadlines; flexibility and adaptability in performing work duties
- Other: Must be able to travel to and from and at or out of any of the Cook County Health & Hospitals System facilities, including the Cook County Bureau of Human Resources in a timely manner

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: \_\_\_\_\_  
  
Barbara Pryor  
Deputy Chief of Human Resources

11/7/16  
\_\_\_\_\_  
Date

Approval: \_\_\_\_\_  
Gladys Lopez  
Chief of Human Resources

\_\_\_\_\_  
Date