

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



Job Code: 5377
Grade: 18
FLSA: Non-Exempt

Standard Job Description

Job Title
Human Resources Specialist

Department
Human Resources

Job Summary

The Human Resources Specialist provides customer service and support to all employees of the Cook County Health & Hospitals System (CCHHS) with their employment-related needs and concerns. The Human Resources Specialist is an integral member of the Human Resource team performing a myriad of human resource-related functions.

Typical Duties

- Serves as the Guest Relations Representative greeting internal and external customers providing appropriate information and guidance.
- Processes all administrative changes in the HRIS System and completes all related paperwork.
- As the Records and Files Coordinator, creates and maintains all Employee Personnel Files. Gathers and assures all required documents are placed within the Employee Personnel files in a timely fashion, including but not limited to pre and post-employment documents; appropriate acknowledgement forms; annual competencies; certifications; licenses; and any and all other employment-related documents.
- 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); invoices (i.e., purchasing, MCHC, etc.); and other audits as assigned.
- Responsible for ensuring compliance with County; System; regulatory; agency; state; and/or federal requirements (i.e., Dual Employment, Ethics Ordinance Filing Report for Hospital Employees, statements of economic interest; etc.).
- Administers and maintains County and System benefits for Facility employees including but not limited to medical, dental, vision, Commuter, Flexible Spending, etc. Works closely with the County Risk Management Department on benefit related matters.
- Functions as a liaison between vendors, County and employees and advises employees on eligibility, coverage, and other benefits-related matters.
- Works with appropriate HR staff to ensure new hires are provided with benefits packet; a summary of benefits offered and any other benefits-related information, as needed.
- Coordinates and initiates actions required to activate various benefits programs for employees and to ensure notification and proper enrollment of employees eligible for participation in benefit programs.
 - Maintains records reflecting employee participation in benefits programs.
 - Ensures any and all benefit invoices are reconciled against financial statements or benefit reports.
- Assists employees with benefit-related concerns; works with providers, third party administrators and/or employees to resolve problems; recommends resolution within guidelines of plan(s) or following established precedents.

Typical Duties continued

- Responsible for the assignment and data entry into the HRIS System of benefit accruals.
- Responsible for updating employee accrual changes due to anniversary thresholds or status changes and the completion of all requires paperwork/forms and auditing the data entry performed.
- Responsible for investigating employee accrual concerns and presenting to the Director of Human Resources with findings and supporting documentation for signature and approval.
- Responsible for generating monthly reports to verify accuracy of data entry and employee accruals.
- Responsible for HRIS System data entry of any and all benefit deductions.
- Responsible for generation monthly reports to verify accuracy of data entry and payroll deductions for benefits.
- Responsible for ensuring separated employees are provided with appropriate and timely information as it pertains to benefits (i.e., COBRA, effective date of cancellation of benefits, etc.).
- Responsible for distributing and tracking Student Status Verification letters.
- Participates on relevant committee(s) to review or update assigned plan(s); evaluate consultants, proposals, potential vendors and elements of plan design; make recommendations internally.
- Compiles, maintains and is responsible for employee benefit files, records and documents.
- Coordinates the maintenance of related benefit files and records, and provides necessary documents for various meetings and collective bargaining sessions.
- Ensures the department has an adequate supply of benefit materials, including vendor materials.
- Responsible for coordinating on-site visits by authorized / approved Benefit Vendors.
- Keeps abreast of changes in benefit-related policies, laws, regulations, etc.
- Keeps abreast of changes in County and/or System benefit plans, programs, etc.
- Responsible for assisting management with salary and benefit surveys as necessary.
- Serves as the department's point person to answer/respond to any benefits-related questions.
- Responsible for meeting with, advising and processing RN applications for Tuition Reimbursement and Requests for Tuition Reimbursement.
- Completes all requests for verification of employment.
- Assists with Hospital orientation and on-boarding.
- Manages the issuance and tracking of employee ID's.
- Maintains supplies for ID processing that includes the ordering and tracking of cards, ribbons, holders and assures that the equipment is properly maintained notifying the appropriate HR staff of any issues.
- Maintains office equipment and appropriate level of supplies, forms, etc., and requests replenishment as assigned.
- Performs other related duties as assigned.

Reporting Relationships

Reports to Senior Human Resources Coordinator

Minimum Qualifications

- High School Diploma or GED and a Minimum of six (6) years of recent full-time work experience in human resources OR Bachelor's degree from an accredited institution, with a Minimum of four (4) years of recent full-time work experience in human resources / administrative experience.
- Prior work experience in Human Resources must include HR Operations and familiarity with HR practices in one or more of the following areas: employee relations; labor relations; leave management, compensation or benefits administration
- Proficiency in Microsoft Office Word, Intermediate skills in Microsoft Excel and Power Point
- Must be able to travel between CCHHS and Corporate facilities in a timely manner

Preferred Qualifications

- Bachelors Degree in Human Resources, Business Administration, Industrial/Organizational Management.
- PHR or SPHR certification, preferred

Knowledge, Skills, Abilities and Other Characteristics

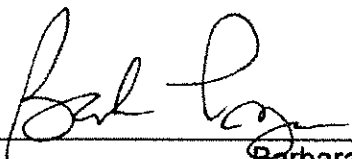
- Sensitivity and respect in serving culturally diverse applicants and employees
- Strong interpersonal skills necessary in dealing with the public, internal customers and personnel issues
- Conflict management skills for dealing with irate applicants, staff and personnel problems
- Excellent written 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 with multiple, changing and competing priorities
- Strong project management skills
- Attention to detail for employee information, documentation, and communication of information to all customers
- Work to meet deadlines; flexibility and adaptability in performing work duties
- Ability to travel throughout Cook County

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:  8/23/16
Barbara Pryor Date
Deputy Chief of Human Resources

Approval: _____
Gladys Lopez Date
Chief of Human Resources

Blay 8/23/16
Approved by Level 200⁴