

HUMAN RESOURCES - MISSION STATEMENT

Human Resources will provide outstanding service by treating all people with respect and dignity, maximizing partnerships and resources, encouraging diversity, and using innovation.

HUMAN RESOURCES JOB RESPONSIBILITIES

In order to provide timely and efficient services to the City and County and its employees, Human Resources has established a list of services provided and primary/secondary contact persons. If the primary contact is not available, the secondary contact will step in and provide the necessary service. It is our goal and commitment to provide fast, courteous, and high quality service to all employees and the public. We are always looking for ways to improve our service to you and would appreciate any feedback or comments. The responsibilities are assigned as follows:

BENEFITS (INSURANCE AND PENSIONS)

Insurance: Questions regarding claim payments should first be directed to the appropriate Claims Administrator. For the Medical Care Expense Plan administered by CIGNA OA Plus In-Network, the telephone number is 1.800.244.6224. For Kaiser Permanente (Group #0623) the customer service number is 303.338.3800. For Delta Dental (Group # 1631) the customer service number is 303.741.9305. Other questions related to procedures or benefit design may be directed to a member of the Human Resources Department staff. This includes the following benefits: Life, AD&D, LTD, Medical, Dental, Vision, EAP & AFLAC, Retiree Health Savings plan, Additional Life, Volunteer Insurance, unemployment compensation, flexible spending accounts (Section 125), etc. The main phone number for HR is **303.438.6320** (please see specific extensions for staff listed below).

General Benefit Questions or Assistance with Claim Administration

Primary: Vickie X6323

Back-up: Amy Wells X6321
Krista # 303.464.5816

Questions about Enrollment Process, Changes in Employee or Dependent Status, COBRA, Ordering New or Replacement Insurance Cards

Primary: Vickie X6323

Back-up: Amy W. X6321

Address Changes

Primary: Amy W. X6321

Back-up: Vickie X6323

Premium reimbursement program for eligible full-time retirees.

Primary: Cherissa or Holly X6320

Back-up: Amy W. X6321

Pension/Retirement Administration: Includes Deferred Compensation (457), Roth IRA, new hire pension plans, general employees' defined benefit plan, and general employees' 401 (a) money purchase plan. Also included: loan requests, request for distribution (separated employees), rollovers, etc.

Primary: Krista X5816

Back-up: Suzanne X6325
Vickie X6323

Classification/Compensation: Includes wage/salary administration, job descriptions, salary surveys, and re-classifications.

Primary: See Recruitment – Split out by Department

Back-up: See Recruitment – Split out by Department

Employee Relations: Includes, employee communications, surveys, grievance/complaint procedures, Personnel Merit System, disciplinary procedures, EEO compliance/Affirmative Action, etc.

Primary: See Recruitment – Split out by Department

Back-up: See Recruitment – Back-up

Employee Services: Includes Employee Review Committee contact.

Primary: Suzanne X6325

Back-up: See Recruitment – Split out by Department

Leave Policies and Administration: This includes short-term disability, injury leave, leave donation, Family and Medical Leave Act and modified duty. *Questions regarding timesheets and leave accruals can be directed to Payroll Staff (x5817) or (x5826) in Finance.*

Primary: Krista X5816

Back-up: Vickie X6323

Orientations: Schedule and conduct orientation program for new employees. Prepares paperwork in order to have it “Ready for Payroll.” Note: ID badges – Cherissa and Holly (Back up provided by Amy, Annette, and Nicole).		
Primary: Full-time/Part-time Benefited –Vickie X6323 PT Non-benefited/Temporary – Front Desk Staff X6320	Back-up: Full-time/Part-time Benefited - Amy W. X6321 PT Non-benefited/Temporary – Front Desk Staff x6320 X6321; Recruiter by Department	
Payroll Administration: Process paperwork for new hires and changes to existing employees. Please note: Changes to Direct Deposit and W-4 forms go directly to Payroll Staff at (X5817) or (x5826) in Finance along with any questions concerning paychecks, leave accruals, timesheets, W-2s, and garnishments.		
Primary: Vickie X6323	Back-up: Amy W. X6321	
Performance Evaluations: Includes review of performance evaluations and merit increases.		
Primary: See Recruitment – Split out by Department	Back-up: Recruitment Back-up	
Personnel Records: Includes employment verifications, personnel record keeping, filing, and copy requests.		
Primary: Front Desk Staff X6320	Back-up: All HR staff	
Recruitment: Includes processing Personnel Requisitions, internal and external job postings, screening of applications, scheduling interviews, preparing oral and written tests, participating in oral boards, background checks, job offers, personnel action form processing, etc. For status of applications or testing schedule see below for contact information: Annette Rauschenberger x6326, Amy Benallo x6369, Nicole Williamson x6324.		
Department/Division	Person with primary responsibility	Back-up
Assessor	Annette x6326	Amy B. x6369
City & County Attorney	Amy Benallo x6369	Annette x6326
City & County Manager (Including CGA, Economic Development & Auditor)	Annette x6326	Nicole x6324
Clerk and Recorder	Annette x6326	Nicole x6324
Community Development	Amy B. x6369	Nicole x6324
Court	Amy B. x6369	Annette x6326
Finance	Annette x6326	Amy B. x6369
Health and Human Services	Annette x6326	Amy B. x6369
Human Resources	Amy B. x6369	Annette x6326
Information Technology	Annette x6326	Nicole x6324
Library/Cultural Affairs	Amy B. x6369	Nicole x6324
Open Space and Trails	Amy B. x6369	Nicole x6324
Police	Amy B. x6369	Annette x6326
Public Works	Nicole x6324	Annette x6326
Recreation Services	Nicole x6324	Annette x6326
Reference Checks: Conduct reference, background and driving record checks for prospective employees.		
Primary: Front Desk (Cherissa and Holly) X6320	Back-up: Recruiter (see department assignments)	
Safety Programs: Includes safety training, safety inspections and acts as liaison to Safety Committee and Accident Review Committee. <i>Issues relating to Risk Management (Property & Casualty Claims) are directed to the Risk Manager at X6231.</i>		
Primary: Krista X5816	Back-up: Vickie X6323	
Separations – Notifications: Includes preparation of the Personnel Action form for Payroll and email notification to applicable staff. Also includes follow up on exit survey comments.		
Primary: See Recruitment – Split out by Department	Back-up: Recruitment Back-up	

Separations – Exit Interviews: Includes preparation of exit forms to include exit checklist, COBRA notification, pension form(s) and scheduling/conducting exit interviews for full-time and benefited part-time employees.	
Primary: See Recruitment – Split out by Department	Back-up: Recruitment Back-up
Service Awards: Administration of years of service award program.	
Primary: Cherissa and Holly X6320	Back-up: Amy W. X6321
Training and Development: Includes needs assessment, skills training and supervisory training.	
Assessments: Work with supervisors and employees to determine what type of training would be most beneficial for skill development.	
Primary: See Recruitment - Split out by Department	Back-up: See Recruitment - Split out by Department
Scheduling and Coordination: Coordinates the notification and registration process for in-house training.	
Primary: Amy W. X6321	Back-up: Cherissa and Holly X6320 Vickie X6323
Course Selection: Coordinates the selection of courses and vendors for in-house training.	
Primary: Leave Programs: Krista X5816 Wellness: Vickie X6323 Pensions: Krista X5816 Safety: Krista X5816 Other Benefits: Vickie X6323 Other Policies/Procedures: Amy B., Annette & Nicole	Back-up: Leave Programs: Vickie X6323 Wellness: Krista X5816 Pensions: Suzanne X6325 Safety: Vickie X6323 Other Benefits: Krista X5816 Other Policies/Procedures: Amy B., Annette & Nicole
Unemployment Claims: Provide information to separated employees. Work with UE Administrator in adjudicating claims and appeals.	
Primary: Nicole X6324	Back-up: Amy B. X6369 and Annette X6326
Volunteers: Provides information and coordination for the volunteer recruitment process including the Senior Tax Work-off Program. Processes and tracks fingerprints and background checks on volunteers. Takes picture ID's when applicable.	
Primary: Front Desk for General Volunteers Annette X6326 - Senior Tax Work off Program	Back-up: See Recruitment - Split out by Department Amy B. X6369 - Senior Tax Work off Program
HR Web Page Development/Maintenance: Updates HR info on the web pages (Intranet and Internet).	
General Human Resources information on the website.	
Primary: Annette X6326	Back-up: Amy X6369, Nicole X6324
Benefit Information on the website.	
Primary: Pensions Krista X5816 Non-pensions Vickie X6323	Back up: Pensions Vickie X6323 Non-pensions Krista X5816
Safety Committee Information	
Primary: Krista X5816	Back up: Vickie X6323
Wellness Program Information	
Primary: Amy W. X6321	Back up: Vickie X6323
Volunteer Web Page Maintenance	
Primary: Amy B. X6369	Back up: Annette X6326
Wellness Programs: Works in partnership with Wellness Committee and other Departments to deliver wellness programs to employees.	
Primary: Amy W. X6321	Back-up: Vickie X6323
Workers' Compensation: Administers the workers' compensation program for employees injured on the job. Includes coordination with the designated medical provider and the workers' compensation provider. Also provides oversight with regard to all paperwork, injury leave, FMLA, return to work requirements and modified duty assignments.	

Primary: Krista X5816 (303.464.5816)	Back-up: Vickie X6323
SUPPLEMENTAL INFORMATION	
Program	Contact Person (s)
Payroll: Changes to direct deposit or W-4 OR questions regarding timesheets, leave accrual or paycheck.	Payroll Staff in Finance at 303.464.5817 (or X5826)
Risk Management: Responsible for risk management program including administration of property and casualty liability insurance, conducts risk assessments, processes claims and creates/modifies policies and procedures.	Risk Manager – Melody West – X6231