



TOWN OF WICKENBURG

155 N. Tegner, Ste. A - Wickenburg, Arizona 85390

(928) 684-5451

FAX (602) 506-1580

www.wickenburgaz.org

JOB DESCRIPTION

Job Title: Human Resources and Risk Management Coordinator
Department: Town Manager's Department
Reports To: Town Manager
FLSA Status: Exempt, Full-time
Salary Range: 40 - \$48,297-72,425
Prepared Date: July 2016
Hours: 40 hours per week

DEFINITION: Under general supervision, undertakes and performs a variety of routine to highly complex and/or confidential administrative and related work in support of the Town Manager, Mayor and Council; serves as the Human Resources and Risk Management support to the Town Manager.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **(This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)**

TASKS:

As Human Resources Coordinator: performs a variety of duties associated with the screening of new employees; logs in reviews and forwards resumes/applications; contacts successful and unsuccessful applicants; sets up interviews; arranges, sets up and/or conducts various pre-employment tests and screenings; creates and updates employee personnel files; conducts and provides new employee orientation;

Explains and assists employees with new and/or changed benefits; incorporates changes associated with classification, compensation, benefits and related modifications; tracks and records performance appraisals, sick and vacation usage, training programs taken and related employee-related matters; works with employees, benefit providers, vendors and others regarding services, coverage changes and related insurance issues; performs comparative benefit review as assigned; Notifies employees and employee defendants of COBRA benefits; monitors FMLA leave and Worker's Comp Leave, processing reports per regulations.

As appropriate, investigates accidents and incidents involving Town employees and/or equipment where police investigations are not warranted; administers tests, takes pictures and prepares reports; as required, works in a variety of other areas including additional Risk Management functions, Workers Compensation issues, employee relations, salary survey initiatives, reclassification requests and other generally to specifically assigned areas of responsibility. Administers the Town's medical insurance programs, including monitoring changes to plan contracts and employee enrollment and modification in plans.

As Risk Management Coordinator: Oversees and administer all administrative duties related to the Town's risk management policies and procedures; Communicates liability and worker's compensation claims to the insurance company; Alert the Town Manager when the Town faces potential risk or liability; Attend necessary training related to risk management with the approval of Town Manager; Recommend to the Town Council and/or Town Manager needed risk management policies and procedures. Issue notifications to departments not in compliance with necessary governmental safety regulations when they

are out of compliance and notify them in writing what is necessary to be in compliance. Assist departments to be in compliance with necessary governmental safety regulations.

Performs other duties as assigned or required.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- ◆ Knowledge of applicable local, county, state and Federal statutes, rules, regulations, ordinances, codes, Town of Wickenburg policies and procedures, departmental policies and procedures and other governing documents.
- ◆ Knowledge of the principles of management and supervision.
- ◆ Knowledge of the principles of file and records management
- ◆ Knowledge of the basic principles of bookkeeping and accounting.
- ◆ Knowledge of the principles of report writing, customer service and customer care.
- ◆ Knowledge of human resources theories and practices.
- ◆ Knowledge of community resources and services.
- ◆ Skill in reading, understanding, interpreting and applying a variety of complex, often conflicting information sources, operational policies and procedures, guidelines and directives.
- ◆ Skill in handling several projects, assignments and tasks simultaneously.
- ◆ Skill in maintaining confidentiality.
- ◆ Skill in establishing and maintaining effective working relationships with employees, other departments, vendors, contractors, the general public and others having business with the Town of Wickenburg.
- ◆ Skill in operating a computer utilizing a variety of software applications

MINIMUM QUALIFICATIONS:

A Bachelor's Degree in Public Administration, Human Resources Management, Business Management or closely related field, AND three (3) years of relevant experience in Public Administration, Human Resources, Business Administration or closely related experience; OR any equivalent combination of education and experience to successfully perform the essential duties of the job such as those listed above.

ADDITIONAL REQUIREMENTS:

May be required to work outside the standard work schedule.

Must be able to obtain a valid Arizona Driver's License.

May be exposed to potential harm in dealing with irate, disgruntled and/or upset citizens.

May be required to lift and/or carry heavy, bulky supplies and materials weighing up to 25 pounds. Exerting up to 25 pound occasionally, 15 pounds frequently or negligible amounts constantly AND/OR walking or standing to a significant degree.

NON-PHYSICAL DEMANDS:

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour per week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Non-Physical Demands	Frequency Code
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	O
Performing Multiple Tasks Simultaneously	C
Working closely with others as part of a team	F
Tedious or Exacting Work	F
Noisy / Distracting Environment	R

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Physical Demands	Frequency Code	Description
Standing	O	Communicating with co-workers; Making Presentations
Sitting	C	Desk work; Meetings; Driving
Walking	O	To other offices; Around work site
Lifting	O	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing / Pulling	O	File drawers; Equipment; Tables and chairs
Reaching	F	For supplies; For files
Handling	C	Paperwork; Files
Fine Dexterity	C	Computer keyboard; Telephone; Calculator
Kneeling	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; Retrieving items from lower shelves/ground; Making repairs
Twisting	O	From computer to telephone to files
Climbing	R	Step stools, Stairs
Balancing	R	On step stools
Vision	C	Reading; Computer screen; Observing work site
Hearing	C	Communicating via telephone/in person to co-workers/public
Talking	C	Communicating via telephone/in person to co-workers/public
Foot Controls	R	Driving

EXPECTED BEHAVIOR:

The employee is expected to embrace, support and promote the Town's values, beliefs and culture which include but are not limited to the following:

- High Ethical Standards
- Provide outstanding customer service to internal and external customers
- Lead by example
- Active Participation in Town wide Activities
- Be positive. Do not participate in gossip or allow gossip or negative comments
- Maintain confidentiality
- Walk the talk – be an advocate of the Wickenburg culture
- Make communication a top priority
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines.
- Support a learning culture
- Be on time for all meetings
- Be a champion for the Town and Department
- Create and implement ethical standards for the worksite
- Respond to personnel issues immediately
- Prepare and update standard operating procedures and departmental operations plans annually
- Be accountable for all expenditures and be fiscally responsible
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Support the Town's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand and interpret Town policies and procedures and make rational decisions / recommendations in accordance with established policy
- Safety is everyone's responsibility. Make it a critical part of the day-to-day operations. Work in a safe manner and report unsafe activities and conditions.
- Foster teamwork



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Non-Physical Demands	Frequency Code
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	O
Performing Multiple Tasks Simultaneously	C
Working closely with others as part of a team	F
Tedious or Exacting Work	F
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Reaching	F	For supplies; For files
Handling	C	Paperwork; Files
Fine Dexterity	C	Computer keyboard; Telephone; Calculator
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Handling	C	Paperwork; Files
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- Lead by example
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- Walk the talk – be an advocate of the Wickenburg culture
- Make communication a top priority
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines.
- Support a learning culture
- Be on time for all meetings
- Be a champion for the Town and Department
- Create and implement ethical standards for the worksite
- Respond to personnel issues immediately
- Prepare and update standard operating procedures and departmental operations plans annually
- Be accountable for all expenditures and be fiscally responsible
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Support the Town's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand and interpret Town policies and procedures and make rational decisions / recommendations in accordance with established policy
- Safety is everyone's responsibility. Make it a critical part of the day-to-day operations. Work in a safe manner and report unsafe activities and conditions.
- Foster teamwork



TOWN OF WICKENBURG

155 N. Tegner, Ste. A - Wickenburg, Arizona 85390

(928) 684-5451

FAX (602) 506-1580

www.wickenburgaz.org

JOB DESCRIPTION

Job Title: Human Resources and Risk Management Coordinator
Department: Town Manager's Department
Reports To: Town Manager
FLSA Status: Exempt, Full-time
Salary Range: 40 - \$48,297-72,425
Prepared Date: July 2016
Hours: 40 hours per week

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TASKS:

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Explains and assists employees with new and/or changed benefits; incorporates changes associated with classification, compensation, benefits and related modifications; tracks and records performance appraisals, sick and vacation usage, training programs taken and related employee-related matters; works with employees, benefit providers, vendors and others regarding services, coverage changes and related insurance issues; performs comparative benefit review as assigned; Notifies employees and employee defendants of COBRA benefits; monitors FMLA leave and Worker's Comp Leave, processing reports per regulations.

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are out of compliance and notify them in writing what is necessary to be in compliance. Assist departments to be in compliance with necessary governmental safety regulations.

Performs other duties as assigned or required.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

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Non-Physical Demands	Frequency Code
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Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	O
Performing Multiple Tasks Simultaneously	C
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Tedious or Exacting Work	F
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Pushing / Pulling	O	File drawers; Equipment; Tables and chairs
Reaching	F	For supplies; For files
Handling	C	Paperwork; Files
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Emergency Situations	R
Frequent Change of Tasks	F
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Walking	O	To other offices; Around work site
Lifting	O	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing / Pulling	O	File drawers; Equipment; Tables and chairs
Reaching	F	For supplies; For files
Handling	C	Paperwork; Files
Fine Dexterity	C	Computer keyboard; Telephone; Calculator
Kneeling	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; Retrieving items from lower shelves/ground; Making repairs
Twisting	O	From computer to telephone to files
Climbing	R	Step stools, Stairs
Balancing	R	On step stools
Vision	C	Reading; Computer screen; Observing work site
Hearing	C	Communicating via telephone/in person to co-workers/public
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JOB DESCRIPTION

Job Title: Human Resources and Risk Management Coordinator
Department: Town Manager's Department
Reports To: Town Manager
FLSA Status: Exempt, Full-time
Salary Range: 40 - \$48,297-72,425
Prepared Date: July 2016
Hours: 40 hours per week

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Non-Physical Demands	Frequency Code
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Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	O
Performing Multiple Tasks Simultaneously	C
Working closely with others as part of a team	F
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ADDITIONAL REQUIREMENTS:

May be required to work outside the standard work schedule.

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May be exposed to potential harm in dealing with irate, disgruntled and/or upset citizens.

May be required to lift and/or carry heavy, bulky supplies and materials weighing up to 25 pounds. Exerting up to 25 pound occasionally, 15 pounds frequently or negligible amounts constantly AND/OR walking or standing to a significant degree.

NON-PHYSICAL DEMANDS:

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Non-Physical Demands	Frequency Code
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	O
Performing Multiple Tasks Simultaneously	C
Working closely with others as part of a team	F
Tedious or Exacting Work	F
Noisy / Distracting Environment	R

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Standing	O	Communicating with co-workers; Making Presentations
Sitting	C	Desk work; Meetings; Driving
Walking	O	To other offices; Around work site
Lifting	O	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing / Pulling	O	File drawers; Equipment; Tables and chairs
Reaching	F	For supplies; For files
Handling	C	Paperwork; Files
Fine Dexterity	C	Computer keyboard; Telephone; Calculator
Kneeling	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; Retrieving items from lower shelves/ground; Making repairs
Twisting	O	From computer to telephone to files
Climbing	R	Step stools, Stairs
Balancing	R	On step stools
Vision	C	Reading; Computer screen; Observing work site
Hearing	C	Communicating via telephone/in person to co-workers/public
Talking	C	Communicating via telephone/in person to co-workers/public
Foot Controls	R	Driving

EXPECTED BEHAVIOR:

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- Lead by example
- Active Participation in Town wide Activities
- Be positive. Do not participate in gossip or allow gossip or negative comments
- Maintain confidentiality
- Walk the talk – be an advocate of the Wickenburg culture
- Make communication a top priority
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines.
- Support a learning culture
- Be on time for all meetings
- Be a champion for the Town and Department
- Create and implement ethical standards for the worksite
- Respond to personnel issues immediately
- Prepare and update standard operating procedures and departmental operations plans annually
- Be accountable for all expenditures and be fiscally responsible
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Support the Town's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand and interpret Town policies and procedures and make rational decisions / recommendations in accordance with established policy
- Safety is everyone's responsibility. Make it a critical part of the day-to-day operations. Work in a safe manner and report unsafe activities and conditions.
- Foster teamwork



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JOB DESCRIPTION

Job Title: Human Resources and Risk Management Coordinator
Department: Town Manager's Department
Reports To: Town Manager
FLSA Status: Exempt, Full-time
Salary Range: 40 - \$48,297-72,425
Prepared Date: July 2016
Hours: 40 hours per week

DEFINITION: Under general supervision, undertakes and performs a variety of routine to highly complex and/or confidential administrative and related work in support of the Town Manager, Mayor and Council; serves as the Human Resources and Risk Management support to the Town Manager.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **(This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)**

TASKS:

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Explains and assists employees with new and/or changed benefits; incorporates changes associated with classification, compensation, benefits and related modifications; tracks and records performance appraisals, sick and vacation usage, training programs taken and related employee-related matters; works with employees, benefit providers, vendors and others regarding services, coverage changes and related insurance issues; performs comparative benefit review as assigned; Notifies employees and employee defendants of COBRA benefits; monitors FMLA leave and Worker's Comp Leave, processing reports per regulations.

As appropriate, investigates accidents and incidents involving Town employees and/or equipment where police investigations are not warranted; administers tests, takes pictures and prepares reports; as required, works in a variety of other areas including additional Risk Management functions, Workers Compensation issues, employee relations, salary survey initiatives, reclassification requests and other generally to specifically assigned areas of responsibility. Administers the Town's medical insurance programs, including monitoring changes to plan contracts and employee enrollment and modification in plans.

As Risk Management Coordinator: Oversees and administer all administrative duties related to the Town's risk management policies and procedures; Communicates liability and worker's compensation claims to the insurance company; Alert the Town Manager when the Town faces potential risk or liability; Attend necessary training related to risk management with the approval of Town Manager; Recommend to the Town Council and/or Town Manager needed risk management policies and procedures. Issue notifications to departments not in compliance with necessary governmental safety regulations when they

are out of compliance and notify them in writing what is necessary to be in compliance. Assist departments to be in compliance with necessary governmental safety regulations.

Performs other duties as assigned or required.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- ◆ Knowledge of applicable local, county, state and Federal statutes, rules, regulations, ordinances, codes, Town of Wickenburg policies and procedures, departmental policies and procedures and other governing documents.
- ◆ Knowledge of the principles of management and supervision.
- ◆ Knowledge of the principles of file and records management
- ◆ Knowledge of the basic principles of bookkeeping and accounting.
- ◆ Knowledge of the principles of report writing, customer service and customer care.
- ◆ Knowledge of human resources theories and practices.
- ◆ Knowledge of community resources and services.
- ◆ Skill in reading, understanding, interpreting and applying a variety of complex, often conflicting information sources, operational policies and procedures, guidelines and directives.
- ◆ Skill in handling several projects, assignments and tasks simultaneously.
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Non-Physical Demands	Frequency Code
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	O
Performing Multiple Tasks Simultaneously	C
Working closely with others as part of a team	F
Tedious or Exacting Work	F
Noisy / Distracting Environment	R

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Standing	O	Communicating with co-workers; Making Presentations
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Walking	O	To other offices; Around work site
Lifting	O	Supplies; Equipment; Files
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Pushing / Pulling	O	File drawers; Equipment; Tables and chairs
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Handling	C	Paperwork; Files
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