HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Claims Service Representative I: Leave Management

Job Code: W1343
Pay Grade: WI
Pay Scale: $20.90-$31.92 Hourly; $43,472.00-$66,393.60 Annually
Exempt: No

OVERVIEW

Review and process requests for accommodation (e.g., work, testing), medical leave, short-term and long-term disability, Family and Medical Leave Act (FMLA), and/or Workers' Compensation. Must obtain the State of Florida Independent All Lines Adjuster License (6-20) within one year of hire.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Administer and support employee leave of absence programs such as medical leave, short term disability, long term disability, FMLA, Workers Compensation, light duty, etc.
- Communicate with employees regarding their needs for leave and/or modified work schedules to ensure that employees are aware of their responsibilities and of any documentation and notices required to qualify for and to take leave.
- Maintain reasonable communication with employees on leave to facilitate smooth and timely return to work; relay communication between employees and their managers during leave within reason.
- Handle the FMLA leave administration process from the employee's initial notice of the need for the leave to the return to work including gathering and completing all required paperwork, determining leave eligibility, designating FMLA-qualifying leave, requesting medical certification as needed, and accounting for intermittent and reduced schedule leave use.
- Facilitate accommodation requests under the Americans with Disabilities Act (ADA) including maintaining complete and accurate records of leave and accommodation requests in accordance with specified legal requirements and documentation of best practices.
- Administer other agency time-off programs (e.g., short-term/long-term disability, medical leave) as assigned in accordance with internal policy and applicable laws; advise managers and employees of the interaction of leave laws with paid time-off, Workers' Compensation, and/or other leaves.
- Preserve confidentiality of employee medical documentation and files.
- Maintain up to date knowledge of all applicable leave and accommodation laws including FMLA, ADA, and state and local laws.
- Assist with drafting and/or recommending revisions to agency leave policies to ensure compliance with federal, state, and local laws and regulations.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of the leave and accommodation requirements and legal protections afforded by federal, state, and local laws and regulations (e.g., FMLA, ADA).
- Knowledge of leave and accommodation processes and transactions associated with agency policies (e.g., enterprise resources planning system (ERP), standard operating procedures (SOPs).

- Ability to communicate effectively, both orally and in writing.
- Ability to interact professionally in consideration of highly confidential information.
- Ability to use a computer and related software (e.g., Microsoft Office Suite).
- Ability to prepare and maintain work related records and reports.

SKILLS

- Claims Processing
- State Regulations
- Insurance Claim Handling
- Medical Records Management
- Disability Insurance
- Insurance Claims
- Absence Management
- State Laws
- Family and Medical Leave Act (FMLA)
- Legal Liability

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- One year of experience in disability, medical, FMLA, and/or Workers' Compensation claims (e.g., completing FMLA applications, obtaining medical records and authorization from doctors for short term/long term disability claims).

OR

- An associate degree from an accredited institution of higher education.
- Six months of experience in disability, medical, FMLA, and/or Workers' Compensation claims (e.g., completing FMLA applications, obtaining medical records and authorization from doctors for short term/long term disability claims).

OR

- A bachelor's degree from an accredited institution of higher education with a major in human resources or a related field.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.

- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Completion of a specialized certification or training on FMLA/Leave Administration.
- Two years of experience in disability, medical, FMLA, and/or Workers' Compensation claims (e.g., filling out an FMLA applications, obtaining medical records and authorization from doctors for short term/long term disability claims).
- Experience with Workday.