



Midwest Energy & Communications Role Profile



Employee Engagement Specialist

Role ID: EEEGMTSP : Revision: 9

Reports to: VP, Employee Engagement

Status:

Department: Human Resources

Division: NONE

Location:

Wage Scale: X

Wage Level: All

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Approved by/Date: Kerri Wade 10/08/2019

Role Summary

Acts as benefits administrator for all lines of employee benefits and provides assistance with employee communication efforts. Leads hiring and recruiting efforts.

KRA - Key Results Area

This is intended to be only an overview of primary responsibilities for this role. This is not a complete listing of role functions. All Team Members are responsible for assisting the organization with various tasks as directed by management. Special projects and activities may also be created where Team Members talents can best be utilized.

Benefits Administration

- Creates annual benefit statements for all cooperative and propane employees;
- Enroll, terminate and update employees' benefits with all benefit providers;
- Ensure all benefit premiums are paid in a timely and accurate manner;
- Act as liaison between employees and AFLAC representative, assisting with claims and questions;
- Manage and reconcile Flexible Spending Accounts;
- Maintain boot, safety glasses and clothing allowances for applicable employees; which includes, maintaining spreadsheets to determine benefit eligibility;
- Maintain accurate accounting of all lines of employee benefits, including monthly reconciliation of all cost codes.

Employee Guidance

- Provides guidance to Administrative Support staff with respect to daily assignments and workplace guidelines and expectations;
- Makes recommendations to VP, Admin/HR concerning staff performance and assists with implementation of strategies to develop performance.

Human Resources Administration

- Acts as the main point of contact for all workers compensation claims. Create form 100's, ensure bills and medical notes are sent to workers compensation carrier. Work with Midwest staff to ensure employee accident reports are completed. Maintains Form 300 to ensure compliance with state and federal agencies;
- Acts as HIPAA Compliance Officer;
- Responsible for the timely and accurate filing of EEOC reporting data;
- Assists VP of Employee Engagement with the development and implementation of new programs, services and education plans surrounding HR initiatives.

Recruiting & Hiring

- Actively participate in hiring process: ad placement, collection, initial applicant selection, interview, reference check and offer letter to successful candidate;
- Works with vendor to comply with Affirmative Action Plan reporting and initiatives to meet AAP goals;
- Initiate and facilitate new hire checklist.

Competencies

To perform the role successfully, an individual should demonstrate the following competencies:

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Prioritizes data; Sets goals, objectives and strategies for findings; Develops realistic agendas; Allocates and focuses resources; Asks questions when information is not clear.
- Customer* Service - Manages difficult or emotional customer situations; Good listener; Responds promptly and effectively to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance in a friendly, productive manner; Meets commitments. * - Denotes internal and/or external customers
- Judgment - Displays willingness to make decisions; Exhibits accurate judgment & confidentiality; Supports and explains reasoning for decisions; Details and clarifies needs for basis of decisions; Includes appropriate people in decision-making process.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates engaging presentation skills; Participates in meetings.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Qualifications

To perform this role successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

This role requires the following related education or equivalent combination with experience and training.

Skills & Proficiencies:

- Administrative/Clerical Skills *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Communication Skills *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Computer Skills *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Customer Service Skills *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Internet Skills *Level 2 - Basic. High school proficiency level.*

- MS Office 2007 *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Reasoning *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Telephone Skills *Level 3 - Intermediate. Up to 5 years and can work with little assistance.*
- Writing Skills *Level 2 - Basic. High school proficiency level.*

Certificates/Licenses:

- Valid Drivers License

Supervisory Responsibilities

Training Requirements

The following training may be required for this position.

Activities

Work Environment

The work environment characteristics described here are representative of what a Team Member encounters while performing the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Open office or cubicle
- Works as part of a team
- Works independently

Physical Demands

While performing the duties of this role, the Team Member is regularly or occasionally required to meet the following physical demands. To assure safety, Team Members in this role must be able to complete the following physical requirements

- Lift 10-50 pounds
- Minimum 30% sitting
- Movement - Reach with hands, arms and lift
- Movement - Use two hands to finger, handle, feel
- Noise - Moderate
- Talk or hear
- Vision - Close
- Vision - Color

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