CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 410.2

Job Title: **HUMAN RESOURCES BEREAVEMENT LIAISON**

Pay Grade: 24

GENERAL SUMMARY:

Serves as a liaison for employees, retirees, and/or surviving family members during their time of bereavement by providing support, information and coordination of services and benefits.

RESPONSIBILITIES:

- Facilitates information and serves as a liaison to employees, retirees and/or surviving family members on final paycheck, benefits (i.e., life insurance, workers' compensation, health, dental, vision, etc.) and referral services (i.e., EAP, pension, deferred compensation, etc.).
- Facilitates the necessary documents to complete transactions associated with the final paycheck, workers' compensation, life insurance, etc.
- May provide on-call, 24-hour resource information.
- Develops and maintains records and systems to track activities, disseminated information, referrals, transactions, requests, and concerns.
- Investigates special problems encountered by employees, retirees, and/or surviving family members as it relates to the final paycheck and City benefits (ie., workers' compensation, life insurance, etc.).
- Networks with payroll, benefits, EAP, legal, deferred compensation, pension, and/or social services representatives regarding services and benefits for beneficiaries and/or family members.
- Creates and revises documents, handouts and packets to provide updated information.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Human Resources, Psychology, Sociology, Business Administration, Liberal Arts, or a related field.

EXPERIENCE:
Four years of professional administrative or customer service experience are required. Professional administrative, human resources, or combination of experience may be substituted for the above education requirement on a year-for-year basis.

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:
Errors in work could lead to moderate expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works form broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
May occasionally lead or provide work direction for others.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors and occasionally with Managers and Assistant Directors. Interaction requires moderate tact and cooperation; e.g., scheduling, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with citizens, visitors, and/or mid-level representatives of government agencies, guests', vendors and professional contacts with allied agencies. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description. Performs related work as required.

JOB FAMILY:

Effective: October 2022