



HUMAN RESOURCES SPECIALIST

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job

DEFINITION

Under the supervision of the Human Resource Director, handles a range of confidential and complex office tasks, supports departmental procedures, and maintains human resources administrative records. This includes ensuring fair and ethical language access for the City of Norfolk and assisting with the language needs of city departments.

ESSENTIAL JOB FUNCTIONS

- Assist with compliance with the Language Access Plan and Title VI policies, ensuring adherence to legal and regulatory standards;
- Serve as a primary advocate and resource for city staff and community members, facilitating effective communication and support;
- Acts as the main point of contact for language support services, streamlining communication and problem-solving;
- Assists with identifying essential city documents requiring translation and secure services from qualified providers to ensure accessibility in multiple languages;
- Assists with developing, updating, and delivering training, presentations, and informational materials on language access processes and legal compliance to city staff;
- Assists with the assessment of policy and practice needs, ensuring alignment with state and federal laws, rules, and regulations;
- Conducts outreach with internal and external partners to evaluate and address language access needs across the community.
- Searches for funding and other resources to support interpretation and translation, technological and other infrastructural support, and staffing.
- Works with employees on questions or concerns related to medical and dental claims, explanation of benefits and coverage questions;
- Assists as needed with notifying the Office Manager on amount of funds to be transferred for health and dental insurance claims.
- Assists with management of health and dental insurance funds for weekly claims and monthly administrative fees;
- Follow up with insurance company on problem claims;
- Oversees claims and bills for worker's compensation;
- Coordinates with providers to administer random drug and alcohol testing;
- Assists employees signing into FMCSA (Federal Motor Carrier Safety Administration) clearinghouse.
- Provides DOT (Department of Transportation) materials for CDL holders;
- Facilitates DOT random testing and process the yearly query on the CDL holder to check for any violations;
- Administer and coordinates special projects in the HR department;
- Performs other related duties as required;

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Multiple languages
- Cultural sensitivities as it relates to the services needed by LEP families.
- Federal, State, and City laws, rules, regulations related to language access.
- Microsoft Office, including Word, Outlook, Excel, PowerPoint, and SharePoint.
- Office equipment including computer, printer, copier, printer, calculator, and telephone

Ability to:

- Carry out oral and written directions.
- Organize and analyze varied financial details with speed and accuracy.
- Organize and maintain a variety of language access records and reports.
- Conduct yourself courteously with the public and staff.
- Communicate effectively through oral and written communication.
- Make decisions, problem-solve, and maintain confidentiality.
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time-sensitive deadlines.

TRAINING, EDUCATION, EXPERIENCE AND QUALIFICATIONS

Any combination of education and experience equivalent to graduation from college with a Bachelor's Degree; progressively responsible experience in professional translation and interpretation services and office procedures; ability to communicate effectively verbally and in writing; ability to deal courteously with staff and the general public.

JOB LOCATION

City of Norfolk
309 N. 5th Street

EQUIPMENT

Computer, printers, fax machine, copy machine, telephone, calculator, typewriter, Dictaphone and other related office equipment.

NON ESSENTIAL FUNCTIONS

As assigned.

PHYSICAL DEMANDS

KEY:

N = Never
O = Occasionally
F = Frequently
A = Always

	N	O	F	A
LIFTING		X		
TRANSPORTING		X		
PUSHING		X		
PULLING		X		
CLIMBING		X		
BALANCING		X		
STOOPING		X		
KNEELING		X		
CROUCHING		X		
REACHING		X		
HANDLING				X
FINGERING				X
FEELING			X	
TALKING				X
HEARING				X
NEAR ACUITY				X
FAR ACUITY				X
DEPTH PERCEPTION		X		
COLOR VISION		X		
FIELD OF VISION		X		
TASTING/SMELLING	X			

ENVIRONMENTAL CONDITIONS

	N	O	F	A
EXPOSURE TO WEATHER	X			
EXTREME COLD	X			
EXTREME HEAT	X			
WET AND/OR HUMID	X			
NOISE INTENSITY LEVEL		X		
VIBRATION	X			
ATMOSPHERIC CONDITIONS	X			
MOVING MECHANICAL PARTS			X	
ELECTRIC SHOCK	X			
HIGH EXPOSED PLACES	X			
RADIATION	X			
EXPLOSIVES	X			
TOXIC/CAUSTIC CHEMICALS	X			
CRT EXPOSURE				X

POSITION:

STANDING: 20%
WALKING: 20%
SITTING: 60%

CONTROLS:

HAND-ARM: 90%
FOOT-LEG: 10%

STRENGTH LEVEL: 15-25 pounds