



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING

**Human Resources and Operations Support
Employee Relations and Benefits Coordinator
Human Resources Specialist IV
\$53,412- \$59,064 annually
\$4,451- \$4,922 monthly**

Posting No: 1108-23

Opening Date: 12/01/22

Group: B20

Closing Date: *until filled*

Position: 71

Job Description

The Employee Relations and Benefits Coordinator is selected by and responsible to the Director of Human Resources and Operations Support and performs highly complex human resources management work in support of the Human Resources Division and the promotion of employee welfare. Work involves performing a variety of human resources functions with primary assignments in administering the agency's benefits program, providing guidance, advice, and consultation on employee relations and human resources matters; overseeing the Wellness Program and the agency's Employee Assistance Program. The Human Resources Specialist works under limited supervision, with moderate latitude for initiative and independent judgment. May perform other necessary duties to carry out the functions of the Human Resources Division.

Essential Duties

- Implements and administers human resources programs such as benefits, wellness, and employee relations.
- Serves as the agency's Benefits Coordinator, maintaining the benefits program, providing information to agency employees as requested and assisting with benefits issues in a timely and professional manner. Provides benefits information during New Employee Orientation and coordinates and assists employees with benefits elections and changes during Summer Enrollment. Maintains benefits files.
- Serves as the agency's Employee Relations Coordinator, providing advice and guidance to employees on policies, procedures, rules and employee relations concerns, including handling complex issues and answering complex questions; developing solutions by following procedures, applying policy or meeting with division management for appropriate resolution.
- Administers the agency's Wellness Program, implementing, organizing, promoting, and monitoring regular and ongoing activities and events to increase the general level of employee mental and physical health; coordinates special activities for the Get Fit Texas program.
- Coordinates the on-boarding and off-boarding of employees. Obtains required information from new hires to ensure successful on-boarding, including confirming eligibility thru E-verify. Coordinates with separating employees on final workday to ensure completion of paperwork and return of equipment and badges.
- Coordinates the development, documentation, and implementation of processes for criminal history record checks thru the Department of Public Safety (DPS) for information technology positions. Obtains the criminal history record of applicable information technology applicants, employees, contractors, subcontractors, interns and/or volunteers pursuant to agency policy.
- With consultation with the Human Resources' Americans with Disabilities (ADA) Coordinator, facilitates standard accommodation requests for employees and job applicants to ensure compliance with applicable state and federal statutes, regulations and rules ensuring employees and applicants are offered reasonable accommodations when carrying out the essential functions of their duties or participating in the hiring process.
- Conducts, coordinates, and oversees employee surveys to strengthen agency culture and employee satisfaction.
- Oversees and coordinates the Employee Assistance Program (EAP) contract, ensuring counseling, training, resources, and referrals are available to assist with employee work/life balance. Assists with procedural referrals.

- Responds to and/or distributes email received in the Human Resources inbox. Assists with collecting, date-stamping, and distributing Human Resources mail; answering the Human Resources main line; and, responding to inquiries or routing to the appropriate section staff as necessary.
- Prepares, reviews, processes, and maintains correspondence, technical reports and status reports pertaining to Human Resources programs and activities. Reconcile monthly reports as needed.
- Assists in the planning, developing, revising, and implementing of Human Resources' policies and procedures.
- Assists in the development and maintenance of employee personnel files, including the HR database and Comptroller systems, ensuring compliance with the agency's records management policy.
- Assists with the development of the agency's Workforce Plan.
- May assist in the application process in accordance with TDLR policies and procedures by posting positions, tracking applicants and screening applications for minimum qualifications and referring qualified applications to hiring supervisors. May notify applicants of non-selection; maintain job posting files; confirm job offer; and/or evaluate job posting files for compliance with agency hiring policy and procedures.
- Attends related training activities to stay abreast of current procedures, rules and regulations that impact human resources.
- Maintains strict confidentiality of all information related to employee pay, benefit and personnel matters.
- Complies with division and/or agency training requirements.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency, while upholding the agency's core values.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff and team.
- Adheres to all Texas Department of Licensing and Regulation Personnel Policies and performs related work as assigned.

Minimum Requirements

Four (4) years of progressive experience in human resources administration required. Experience in employee relations, administering benefits and/or wellness preferred, with strong preference for experience in a state agency. Work experience in human resources administration using PeopleSoft preferred. Graduation from an accredited four-year college or university with coursework in human resources, management, organizational development, business or public administration or a related field preferred and may substitute for two (2) years of the experience requirement. Must possess a valid class C driver's license, proof of auto liability insurance and an acceptable driving record from the Department of Public Safety.

*Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 42B Human Resources Officer, PERS Personnel Administration, HRM10 Human Resources, PS Personnel Specialist or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. **Additional Military Crosswalk information can be accessed at:***
https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_HumanResources.pdf

Remarks

The successful candidate will have: General knowledge of the principles and practices of human resources management; of human resources programs such as benefits, wellness, employment, employee relations, compensation, classification and organizational development; and, of federal, state, and local laws and regulations governing personnel activities. Skill in the use of computer and applicable software, including MS Office, virtual meetings platforms and human resources-related software applications; in oral and written communication; and in managing multiple priorities simultaneously. Ability to explain policies and procedures to staff and the public; to maintain confidential and sensitive information; and to develop and analyze human resources process. Ability to establish and maintain effective working relationships with applicants, employees, and the general public; to communicate effectively; to train others; and, to interact professionally and work effectively with internal and external customers in a very busy environment with frequent interruptions and short deadlines.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>. E-mail or fax applications to: TDLR, Human Resources Office, P.O. Box 12157, Austin Texas 78711, Fax (512) 475-3377.

E-mail Human.Resources@tdlr.texas.gov. Mailed application not accepted at this time. Resumes will not be accepted in lieu of State Applications. Applications not completely filled out may be rejected. Only typed applications will be considered.

This job is covered by the Fair Labor Standards Act (FLSA). FLSA-eligible employees who work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.