

CIVIL SERVICE COMMISSION  
August 25, 2021  
8:00 AM  
Human Resource Conference Room, Third Floor  
City Hall, 209 Pearl Street

**AGENDA**

- 1. CALL TO ORDER**
- 2. APPROVE AGENDA**
- 3. APPROVE MINUTES FROM PRIOR MEETING(S)**
  - A. August 16, 2021
- 4. APPROVE TESTING PROCEDURES**
  - A. Payroll & Benefits Specialist
- 5. OTHER BUSINESS**
- 6. ADJOURNMENT**

Disclaimer:

If you require special assistance, please contact the City Clerk's Office  
at 712-890-5261 at least 24 hours prior to the meeting.

CIVIL SERVICE COMMISSION  
August 16, 2021, 4:00 PM  
Human Resource Conference Room, Third Floor  
City Hall, 209 Pearl Street

**MINUTES**

**CALL TO ORDER**

Carol Wood called the meeting to Order at 4:02 p.m. Commissioners present: Carol Wood, Kate Cutler and Jeff Nelson Commission Staff present: Jodi Quakenbush, Cori Shaw and Richard Wade Staff present: Stacie Jensen and Kristi Meckna

**APPROVE AGENDA**

Kate Cutler and Jeff Nelson moved and seconded approval of August 16, 2021 Agenda. Passed, 3-0 vote.

**APPROVE MINUTES FROM PRIOR MEETING(S)**

July 19, 2021

Jeff Nelson and Kate Cutler moved and seconded approval of Minutes from July 19, 2021. Unanimous, 3-0 vote.

**CERTIFY ELIGIBILITY LIST**

Account Clerk II

Kate Cutler and Jeff Nelson moved and seconded approval of Eligibility List for Account Clerk II. Unanimous, 3-0 vote.

Utility Worker II

Jeff Nelson and Kate Cutler moved and seconded approval of Eligibility List for Utility Worker II. Unanimous, 3-0 vote.

**ADJOURNMENT**

Jeff Nelson and Kate Cutler moved and seconded approval of Motion to Adjourn. Unanimous, 3-0 vote.

**CITY OF COUNCIL BLUFFS, IOWA**

**INTER-OFFICE MEMO**

**August 25, 2021**

**TO:** Civil Service Commission

**FROM:** Cori Shaw, Recruiter – Human Resources

**SUBJECT:** Payroll & Benefits Specialist

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**Background**

The Director of Human Resources is requesting that the Commission approve procedures for establishing a Payroll & Benefits Specialist eligibility list.

**Recommendation**

It is the recommendation of staff that the Commission set procedures as outlined below:

1. **Application:**  
To be eligible, candidates must complete and submit an application to include an application supplement to the Human Resources Department during the application period. The application supplement will help candidates illustrate their qualifications for this position.
2. **Phone Interview:**  
Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the phone interview. The candidates' qualifications will be outlined on their application to include their application supplement. The top qualifying candidates will participate in the phone interview that will be administered by the Human Resources Department. The phone interview will screen out the most qualified candidates to move onto the skills exam and oral interview. (Passing Score: Pass/Fail)
3. **Skills Exam:**  
Candidates who pass the phone interview shall participate in the skills exam that will be administered by the Human Resources Department. The candidates will be the same for both the skills exam and oral interview. The skills exam will be used to determine the candidate's ability to perform a gross to net payroll calculation, calculation of payroll tax deposits and knowledge of benefit related questions. (Passing Score: Pass/Fail). The skills exam and oral interview will take place on the same date.
4. **Oral Interview:**  
Candidates who pass the phone interview shall participate in the oral interview that will be administered by the Human Resources Department. The candidates will be the same for both the skills exam and oral interview. The oral interview shall be conducted by a panel of three appointed by the Human Resources Department (Passing score of 70%).



# City of Council Bluffs

## Job Description

### Payroll & Benefits Specialist

**Department:** Human Resources

**Supervisor:** Payroll Manager

**Location:** City Hall

**FLSA Status:** Non-exempt

**Prepared By:** Cori Shaw, Recruiter

**Prepared Date:** July 2021

**Union:** Non-Union

**Pay Grade:** 14

**Summary:** The employee of this class is responsible for assisting with the completion of professional payroll and benefit tasks in the City's Human Resources Department.

#### **Essential Duties and Responsibilities:**

- Performs administrative and office duties:
  - Advises supervisors and employees on routine wage and benefit information; personnel policies and procedures; and application of labor contract provision
- Assists with the preparation of payroll and related reporting activity
  - Assistance with manual calculations for the City's bi-weekly payroll
  - Processes payroll updates including new hires, terminations, and promotions in an accurate and timely manner
  - Assists with the development and maintenance of current payroll processes that lead to best practices
  - Ensures coordination of payroll information and records are maintained and in compliance with statutory requirements
  - Assists with preparation of quarterly and year end payroll activity, including but not limited to form 941, W-2, and pension reporting
  - Assists with internal and external audit requests including but not limited to, providing reconciliations, payroll records, and additional requested documentation
  - Manages I-9 Form processes and procedures
- Keeps records; organizes and maintains files; and compiles information and statistics:
  - Maintains records of educational incentive benefits
  - Maintains records for Consolidated Omnibus Budget Reconciliation Act (COBRA) and retiree insurance
  - Maintains records and is responsible for all Affordable Care Act (ACA) filings.

- Maintains records and processes billings for group health, dental, optical, life, and disability insurance programs
- Processes employment verifications by phone and mail
- Assists with the administration of the City's perfect attendance policy and awards the benefit as appropriate
- Reviews benefits changes and enrollment forms for accuracy and coordinates changes with third-party administrator
- Administers employee benefits programs and enrollment:
  - Orients new employees on benefits programs
  - Answers benefits questions posed by applicants and employees
  - Assists current employees regarding benefits claim issues and plan changes
  - Assists with open enrollment
  - Processes new enrollments, open enrollment changes, life event changes, and terminations in compliance with state and federal regulations
  - Reviews enrollment forms for accuracy and coordinates enrollment with third-party administrator
  - Oversees correct charging of insurance premiums for employee and City-share
- Administers the City's leave of absence programs:
  - Coordinates employee leaves including FMLA and work accommodation requests
  - Analyzes FMLA requests and certifications to determine eligibility and compliance with state and federal regulations
  - Acts as a liaison between employees on leave and their supervisors
  - Works closely with employees to ensure that all relevant completed medical documentation is submitted for timely review
  - Coordinates all aspects of return to work for employees on leave including scheduling and reviewing results of physical examinations
  - Maintains a high degree of confidentiality in handling sensitive employee information
- Participates in unemployment activities
  - Processes unemployment insurance responses and represents the City during unemployment hearings
- Establishes effective working relationships with public and staff
- Regular and predictable attendance is required
- Other duties as assigned

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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 and/or Experience:**

- Associate's Degree in Accounting, Finance, Business, or related field
- A minimum of three (3) years' experience performing responsible payroll and benefit duties

- Experience in Public Sector payroll, preferred
- Knowledge of employee benefits and applicable laws
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

**Certificates, Licenses, Registrations:**

- Fundamental Payroll Certification from the American Payroll Association, preferred

**Physical Demands:**

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The work environment is an office setting that is normally quiet.

**Other Skills and Abilities:**

- Knowledge of general office procedures
- Demonstrated proficiency in use of Microsoft Office products (Word, Excel, Outlook, etc.)
- Ability to communicate effectively both orally and in writing with applicants and staff
- Ability to maintain effective interpersonal relationships with public and others
- Demonstrated excellent organizational skills
- Knowledge of payroll procedures, reconciliations, reporting, and internal control techniques related to the payroll processing cycle
- Knowledge of requirements, rules and regulations related to payroll processing and reporting at all levels (federal, state, and local) and in all timeframes (payroll period, monthly, quarterly and annually)
- Ability to analyze data and strong attention to detail
- Skill in arithmetic, computation, and reasoning
- Ability to compose and edit documents including knowledge of spelling, office vocabulary, and grammar
- Demonstrated ability to maintain confidential information
- Ability to perform general work assignments with minimum supervision