Job Description

Position Title: Integrated Leaves Manager

Job Family: Human Resources

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Benefits Manager: Integrated Leave provides leadership, operational oversight, and subject matter expertise for the College's employee leave programs, FMLA, disability administration, and Americans with Disabilities Act (ADA/ADAAA) compliance. The Manager serves as the College's principal advisor to leadership and designated authority for employee ADA and leave program administration. The Manager supervises staff responsible for medical leave, workplace accommodation case management, and benefits administration.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Directs and oversees the College's employee ADA/ADAAA program, establishing and maintaining procedures, compliance practices, and documentation standards to ensure consistent administration and adherence to applicable laws and College policies.
2. Manages the administration of all employee leave and disability programs, including Family & Medical Leave Act (FMLA), Short-Term Disability (STD), Long-Term Disability (LTD), Parental Leave, Medical Leave, Military Leave, and Donated Leave.
3. Directly supervises, evaluates, and mentors a team responsible for medical leave case management, workplace accommodations, and benefits administration; hires and trains staff, assigns and prioritizes work and caseloads, monitors performance, fosters continuous professional development within the team, and makes recommendations and takes disciplinary action as needed.
4. In close partnership with the Benefits Manager, serves as co-administrator and strategic partner over the College's employee benefits ecosystem, collaborating on long-term strategy, compliance, vendor governance, and plan design and administration. Maintains shared responsibility for joint communications, cross-team workflows, and open enrollment readiness to ensure an integrated employee experience.
5. Oversees the management of ADA accommodation requests, providing direction and guidance to assigned staff and directly managing high-complexity, high-risk, or contested cases as needed. Guides the interactive process with employees, supervisors, and administrators to ensure appropriate and consistent resolution.
6. Directs and oversees the evaluation of complex medical documentation, job analyses, and on-site workplace assessments to determine qualifying disabilities, functional limitations, and the effectiveness of reasonable accommodations. Provides guidance to assigned staff and directly

participates in evaluations as needed to ensure appropriate consideration of essential job functions and workplace demands.

7. Oversees, reviews, and provides final approval of notices of determination, formal accommodation agreements, and appeals responses in accordance with applicable laws and College policies; drafts such documents as needed and consults with College Legal Counsel when appropriate.
8. Ensures cross-functional integration and effective communication with College leadership, Benefits, Payroll, HR Operations, and other departments to coordinate employee status transitions, including leave, return-to-work, and light-duty assignments. Resolves cross-functional issues and ensures consistent application of College policies and procedures.
9. Provides leadership and direction in resolving complex or disputed employee leave and ADA matters, serving as the primary escalation point for unresolved cases, disputed FMLA designations, and overlapping leave and ADA situations. Reviews and makes final determinations on escalated matters in consultation with Legal Counsel and College leadership, as appropriate.
10. Directs and oversees the development and delivery of College-wide training programs for supervisors, administrators, and department leadership regarding ADA obligations, essential job functions, FMLA manager responsibilities, and leave policies; develops and delivers training as needed. Serves as the College's principal resource for guidance and interpretation of employee ADA and leave policies and procedures.
11. Partners with College Legal Counsel, Risk Management, and Employee Relations on complex medical separations, fitness-for-duty evaluations, disability claims, and legal compliance reviews.
12. Maintains secondary oversight over ACA compliance tracking, annual open enrollment activities, and vendor relationships managed by direct reports.
13. Utilizes human resources and business information systems, including cloud-based and Enterprise Resource Planning (ERP) systems, as well as applicable computer hardware and software, to support program administration, reporting, and operational efficiency.
14. Leverages information systems to review and analyze employment status, benefits enrollment, leave utilization, compiles executive metrics, develop and deliver complex reports, and audit data accuracy.
15. Leads continuous process improvement initiatives to streamline intake, reduce processing times, and improve accuracy and efficiency of operations.
16. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of human resources principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in effective communication (both written and oral)
5. Skill in independent decision making
6. Skill in people leadership and supervision
7. Skills in organization, coordination, and management
8. Skill in problem solving

9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
10. Ability to apply effective and accurate data entry and typing skills
11. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Business Management, Human Resources or a closely related field of study required.
- Master's degree in Business Administration or a closely related field of study preferred.
- Three (3) to Five (5) years of related experience required.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required