

TIME AND LABOR SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: The Time and Labor Specialist I is an entry level class that performs a variety of assignments related to timekeeping and the Kronos timekeeping system. The primary responsibilities of this class include entering time data (fixing missed punches, adding activities, workrule transfers, etc.); reviewing and auditing employee timecards; answering timekeeping questions from employees and supervisors; reviewing and approving workflow documents in Human Resource Management (HRM) as they relate to timekeeping; and providing basic Kronos troubleshooting support to employees and supervisors. Incumbents will also assist with delivering timekeeping training, processing Kronos Mobile enrollments, running and reviewing timekeeping reports, and working on special assignments. This class performs related duties as required.

Distinguishing Features: This class is distinguished from the Time and Labor Specialist II class by the latter having responsibility for handling more difficult timekeeping tasks, exercising initiative and independence in assigned duties and requiring additional timekeeping knowledge and experience. Detailed instructions may be given at the beginning of work and on subsequent new or unusual assignments; however, after employees become familiar with particular procedures and the ongoing scope of work they are expected to work independently. Employees in this class may progress by noncompetitive promotion to Time and Labor Specialist II upon meeting the specific criteria-based promotion requirements of experience, performance, and training. This class is supervised by the Assistant Time and Labor Administrator who reviews work through meetings, conferences, reports, and results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) experience performing progressively responsible timekeeping work and/or customer service.

Special Requirements. None

Substance Abuse Testing. None

Preferred/Desirable Qualifications. Experience working with the Kronos timekeeping system.

ESSENTIAL FUNCTIONS

Communication: Establishes effective working relationships and communicates with City employees, vendors, and others to respond to timekeeping questions, resolve issues, and request and provide information. Prepares written communication with clearly organized thoughts and proper sentence structure, punctuation, and grammar. Presents ideas clearly, both verbally and in writing in both technical and nontechnical language as appropriate; shares information or knowledge, discusses alternative solutions, and addresses problems.

Explains issues to supervisor to obtain instruction on how to troubleshoot more complex timekeeping issues.

Manual/Physical: Operates a personal computer (PC) to review and approve timecards and HRM system transactions, writes e-mails and reports, tests and validates data. Creates and maintains simple configuration tables in Kronos. Participates in regular meetings and conference calls with Time and Labor staff, vendors, and technical Information Technology Department (ITD) staff. Operates a variety of standard office equipment, such as a PC, printer, and telephone. Meets scheduling and attendance requirements.

Mental: Prioritizes own work to complete assignments or projects. Uses knowledge of City Personnel Rules and FLSA regulations to apply to timekeeping questions, HRM transaction review of Kronos rules and approval of transactions, and timekeeping system configurations. Validates the accuracy of data in both a test and production system environment. Converts queries into reports and reviews data for missing or incorrect information. Assists Time and Labor management in the development of custom Kronos reports. Resolves procedural, operational, and other work-related issues by contacting appropriate personnel. Comprehends, makes inferences from, and interprets written materials, including City and department policies, procedures, standards, correspondence, and computer software manuals. Learns job-related material through on-the-job training and through conferences and classes.

Knowledge and Abilities:

Knowledge of:

basic computer information systems and information technology terminology and concepts;
methods and policies as related to timekeeping;
City Personnel rules, regulations and policies related to timekeeping; and
FLSA regulations.

Ability to:

address employees' timekeeping questions and provide accurate information;
maintain confidentiality;
use Excel and Access to create visual and statistical reports;
use computer timekeeping software to audit timecards and create reports;
communicate with and instruct others using technical and non-technical language;
learn new technologies through training, classes, and conferences;
perform routine assignments independently;
prioritize workload;
review and analyze information from reports; and
establish and maintain effective working relationships with City of Mesa employees, supervisors, management, Time and Labor team members, ITD technical staff and external vendors.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 7/20

GL/co/kc

CS4215.DOCX

EEO - A/S

JOB FCTN - OFF

INCREMENTS 53-200

PAY GRADE 42

IND - 8810

SWORN - No