



## EMPLOYEE SERVICES REPRESENTATIVE

JC: HF107

PB: 03

FLSA: N/A

PC: 754

BU: 91

Created: September 26, 2003

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### DEFINITION

Coordinates assigned program activities and operations within the Employee Services Division, including random drug testing, substance abuse case management and employee assistance programs; conducts assessments and performs case management services for assigned employees; provides highly responsible and complex administrative support to the Manager of Employee Services, and performs related duties as assigned.

### CLASS CHARACTERISTICS

This position is the journey level in the Employee Services Representative series, and coordinates and administers various District employee assistance programs. The work requires dealing with extremely sensitive and confidential matters and exercise of independent judgment and originality. This class is distinguished from the Senior Employee Services Representative in that the latter is the advanced journey level and serves as the designated Substance Abuse Professional under the Department of Transportation's (DOT) federal mandate and is the primary liaison with government agencies.

### EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Coordinates and administers the drug testing program; develops schedules; coordinates, processes and facilitates testing; notifies appropriate individuals; maintains records and documentation.
2. Reviews evaluations of employees suspected of substance abuse; evaluates employee fitness industry; prepares documentation; makes recommendations.
3. Provides case management for employees involved in substance abuse treatment programs; assists in developing treatment plans for employees; assesses level of care/clinical interventions; facilitates and authorizes entry into treatment; monitors employee compliance and maintains documentation.
4. Determines if employees involved in treatment are eligible for return to work; completes an evaluation of the employee; develops a return to work plan; plans follow-up evaluations on employee's performance; maintains detailed records.

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5. Participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and implements policies and procedures.
6. Identifies opportunities for improving service delivery methods and procedures; makes recommendations.
7. Assists with training new hires, supervisors and union representatives on employee assistance program services, policies and procedures.
8. Coordinates activities for the Employee Services Division with other divisions, departments and outside agencies.
9. Provides staff assistance to the Manager of Employee Services.
10. Attends and participates in professional group meetings; stays abreast of new trends, legislation and innovations in the field of employee services, with emphasis in the areas of substance abuse and employee assistance programs.
11. Responds to and resolves difficult and sensitive employee inquiries and complaints.
12. Serves as staff on committees; prepares and presents staff reports and other necessary correspondence.
13. Provides on-call services 24 hours per day for post-accident and crisis incidents needing substance abuse evaluations.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operational characteristics, services and activities of a substance abuse and employee assistance program
- Principles and practices of employee assistance and substance abuse programs
- Principles and practices of program development and administration
- Methods and techniques of administering substance abuse and employee assistance programs
- Mandated rules and regulations governing substance abuse testing programs
- Available resources for treatment of substance abuse
- Methods and techniques of evaluating cases of substance abuse
- Methods and techniques of collecting and analyzing data
- Drug and substance abuse rehabilitation principles, practices, treatments, concepts and programs
- Related Federal, State and local laws, codes and regulations

### **Skill in:**

- Participating in the administration of a comprehensive employee assistance program and drug testing program
- Preparing clear and concise administrative and clinical reports
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Recognizing and assessing mental health/substance abuse involvement in relation to performance

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problems

- Training and counseling diverse groups and individuals on substance abuse and employee assistance Programs
- Interpreting and applying Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Maintaining accurate records, documentation and files
- Operating office equipment including computers and supporting word processing and spreadsheet Applications
- Establishing and maintaining effective working relationships with those contacted in the course of work

### **MINIMUM QUALIFICATIONS**

#### **Education:**

A Bachelor's degree in public health administration, nursing science, psychology, counseling or a closely related field from an accredited college or university.

#### **Experience:**

Three (3) years of (full-time equivalent) verifiable experience in coordinating employee assistance substance abuse programs.

#### **License or Certificate:**

Possession of certification as an Employee Assistance Professional from the Employee Assistance Certification Commission.

#### **Substitution:**

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

### **WORKING CONDITIONS**

#### **Environmental Conditions:**

Office environment; exposure to computer screens.

#### **Physical Conditions:**

Requires maintaining physical condition necessary for sitting or standing for prolonged periods of time.

**BART EEO-1 Job Group:** TBD

**Census Code:** TBD

**Safety Sensitive:** N