



Town of New Milford Personnel Department

10 Main Street, New Milford, CT 06776
Telephone (860)-355-6089 – Fax (860)-355-6031

Job Title: Personnel Assistant/Benefits Coordinator
Department: Personnel Department

Salary Group: Exempt
Non-Union
40hrs/wk

Job Summary: The Personnel Assistant is responsible for assisting the Personnel Director with the administrative personnel functions for the Town. The position is responsible for coordinating employees' health care, life, disability insurance, and FMLA. Tracks workers' compensation claims and reporting, coordinates pre-employment medical tests, manages personnel files, and tracks required information for State and Federal Reports. Serves in a highly confidential role supporting the Personnel Director in the administration of the Personnel Office.

Supervision Received: Supervised by the Personnel Director.

Essential Job Functions:

- Assists the Personnel Director by answering phones and providing information to the caller/employee, and provides clerical and other office management duties to the Personnel Office.
- Maintains strict confidentiality relevant to all information accessed in the Personnel Department, except as relevant to FOI.
- Coordinate Benefits for Full-Time employees. (Includes health care, life, disability insurance and FMLA)
- Monitor and administer Town pension plan for current and past employees
- Provides assistance to Town officials, agencies and employees, as well as members of the general public as requested by the Personnel Director. Assists walk-ins requesting information or applications in a friendly and professional manner.
- Maintains office supplies for the Personnel Office.
- Provides backup clerical support for the Mayor's Office when needed.
- Attends workshops/in-service trainings performed by the Personnel Department and provides clerical support for these trainings.
- Maintains up-to-date log of all injuries for Worker's Compensation Carrier in a timely fashion. Performs calls for First Report of Injury, checking reports for accuracy and timeliness.
- Assists in processing workers' compensation claims and bills. Compiles OSHA reporting details.
- Constructs and maintains the OSHA reporting log (mandated by State and Federal governments - Forms 101 and 200). Completes by filing date.
- Maintains electronic and paper filing system within the Personnel Department, including updating the main database and maintaining confidential personnel files.
- Assists in transitioning new hires with paperwork.
- Assists in transitioning terminating employees with paperwork
- Schedules pre-employment random drug screening and physicals.

- Assists in scheduling hiring interviews for other departments as necessary.
- Screens and routes routine calls and forwards urgent calls to the Personnel Director as needed.
- Assists in drafting standard letters of employment and rejection.
- Assists payroll with processing all new employee paperwork.
- Assists in processing new employee benefits packets and provides introductory information.
- Maintains updated employee folders and maintains employee database.
- Completes exit information paperwork including COBRA, Life Insurance conversion requests, and Pension Contribution refund requests.
- Maintains archived closed folders including files stored at Parks & Recreation basement.
- Maintains billing and updating system for life insurance (includes Town employees and Board of Education members with 10 years of service), as well as standard and supplemental life insurance information. Must update life insurance company with salary increases.
- Maintains file of salary increases and interfaces with payroll department and employees to process payroll status change forms.
- Maintains medical and worker's compensation files for each employee as mandated by law.
- Assists Personnel Director in distribution of correspondence for Safety Committee, Department Head Meetings, Newsletter, and Special Events as warranted.
- Maintains Employee Database to be used for reporting of EEO-4 reports, Salary reports, and Standard Employment Records.
- Assists Mayor's Office with Website development and the creation of media files to be uploaded to the server on an as-needed basis.
- Corresponds with Payroll for verification of past and current employees with outside vendors, as necessary.
- Updates Town phone list on Excel monthly for internal usage.
- Processes any and all aspects of ERRP (Early Retiree Reinsurance Program) for Town and Board of Education as needed.
- Composes and processes routine and complicated correspondence and memoranda.
- Receives and processes for distribution, incoming and outgoing mail and distributes inter-office correspondence under the supervision of the Personnel Director.
- Assists the office coordinator in timely posting of both non-union and Union position openings. This includes posting in house, then on Town's website, and other external websites
- Performs other duties as assigned that are necessary and appropriate.

Knowledge, Skills and Abilities:

- Must be able to manage all duties within the Personnel Office and also coordinate the needs of the Mayor's Office on an as needed basis.
- Ability to follow written and oral instructions in a timely, accurate fashion and meet demanding deadlines.
- Ability to compose professional, accurate letters.

- Ability to interact effectively and courteously with other Town employees, officials and members of the general public.
- Must possess professional oral and written communication skills.
- Must be able to work independently as required with minimal supervision.
- Must be accurate, timely, and thorough in all work due to the legal nature of the position.
- Must be able to spell accurately and utilize basic math correctly.
- Demonstrated ability to effectively use standard office equipment, including appropriate computer hardware and software skills.
- Must be able to understand and relate to specific personnel issues and to understand and relate to the theories behind these concepts.
- Must be able to remember multiple tasks/assignments given to self and others over long periods of time.
- Must be able to file letters, correspondence and reports and retrieve them in a timely fashion.
- Demonstrated ability to handle multiple deadlines at once and concentrate well with repeated interruptions. Including working on multiple tasks simultaneously,
- *Must be able to maintain total confidentiality.*
- Demonstrated ability to type accurately.

Education, Training and Experience:

- Must have High School Diploma, preferably with a minimum of 3 years' experience in office management, and or Bachelors of Science or Bachelors of Arts Degree.
- Must hold a valid Connecticut State Motor Vehicle Driver's license.
- Must pass pre-employment physical assessment, drug screening, and background check including a credit check.
- Veterans Preferred

(The above description lists only those job duties necessary for salary evaluation and does not include each and every job duty requirement.)

The Town of New Milford is an Equal Opportunity Employer.

Approved by Town Council January 22, 2002.

Job Description Updated July 13, 2004.

Revised March 2026

Working Conditions, Physical and Mental Requirements: Occasionally may be exposed to inclement weather in carrying out job duties. Incumbents in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity, and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

Frequency: Place an “X” in each box that is appropriate to your job.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Frequency:	N	O	F	C	Frequency:	N	O	F	C
Physical Demands:					Depth Perception				X
Standing				X	Color Distinction				X
Walking				X	Peripheral Vision				X
Sitting		X			Driving		X		
Lifting		X			Physical Strength:				
Carrying		X			Little Physical Effort (-10 lbs.)			X	
Pushing		X			Light Work (-20 lbs.)		X		
Pulling		X			Medium Work (20-50 lbs.)		X		
Climbing		X			Heavy Work (50-100 lbs.)		X		
Balancing		X			Very Heavy Work (100+ lbs.)	X			
Stooping		X			Environmental Conditions:				
Kneeling		X			Cold (50 degrees F or less)		X		
Crouching		X			Heat (90 degrees F or more)		X		
Crawling		X			Temperature Changes			X	
Reaching			X		Wetness		X		
Handling			X		Humidity		X		
Grasping			X		Extreme Noise or Vibration		X		
Twisting			X		Exposure to Chemicals		X		
Feeling			X		Exposure to Gases and Fumes		X		
Talking			X		Exposure to Unpleasant Odors		X		
Hearing				X	Exposure to bodily fluids		X		
Repetitive Motion			X		Exposure to dampness		X		
Hand/Eye/Foot Coordination				X	Confinement to a Small/Restricting Area		X		
Visual Acuity/Near				X	Mechanical Hazards		X		
Visual Acuity/Far				X	Physical danger		X		

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.