



21 South Elm Street • Zeeland, Michigan 49464 • (616) 772-6400 • FAX (616) 772-5352

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**TO: PERSONNEL COMMITTEE:**

- Mayor Klynstra
- Mayor Pro Tem Gruppen
- Councilman VanDorp
- BPW Commissioner Chairperson Boerman
- BPW Commissioner Vice-Chair Cooney
- BPW General Manager Boatright
- Timothy R. Klunder, City Manager
- Kevin Plockmeyer, Finance Dir./Assistant City Manager

**FROM:** Tim Klunder, City Manager

**DATE:** July 25, 2025

**RE:** Personnel Committee Agenda

**Tuesday, July 29, 2025  
7:30 a.m.  
Zeeland City Hall  
Main Floor Conference Room**

**AGENDA**

The agenda for the meeting is:

1. Employee Comments
2. HR Specialist Position
3. Medicare Advantage Plan Update
4. Non-Union Benefits Discussion
5. Other



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## PERSONNEL COMMITTEE MEMORANDUM

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TO: Mayor Klynstra and Personnel Committee Members

FROM: Tim Klunder, City Manager

SUBJECT: HR Specialist Position Consideration

DATE: July 25, 2025

CC: July 29<sup>th</sup> Personnel Committee Meeting

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Our City and BPW leadership team have been contemplating the need for some additional human resource focus for the past few years. While the City Clerk's Office, Finance Department, and our leadership team members have done a nice job playing parts in our human resource efforts, there have been moments when we feel challenged. This is not the result of a lack of effort by anyone. Rather, team members' job responsibilities (other than HR functions) continue to increase and tend to be their primary focus. For example, elections for the City Clerk's Office continue to be more regulated.

Couple the above with some staffing challenges within the City Clerk's Office the past few months, the time seems right to elevate our human resource focus within the City and Board of Public Works by considering the creation of a full-time Human Resource Specialist position. Attached hereto is a proposed job description for the essential duties and responsibilities of such a position. In summary, it will take the various aspects of human resource responsibilities that have been largely supported through the City Clerk's Office, with assistance from our department leaders, and focus them into a single position. To be clear, this does not mean that our department leaders will no longer be involved with human resource management. However, we do feel they will have to play less of a role on the front-end of hiring positions, onboarding, benefit administration, State/Federal personnel compliance, etc. Additionally, our Finance Department will continue to oversee the payroll administration.

Given the Finance Department will continue to oversee payroll, we do suggest that should the HR Specialist position be approved, the position will be physically located within the

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Finance Office at City Hall. This location will provide additional collaboration on such things as benefit administration and payroll, record keeping, pay adjustments, etc. In practice, we have seen the benefits of how this collaboration provides benefits to our organization as a whole with past efforts in Information Technology and Finance. Initially, we do foresee this position reporting to the City Manager. But, the position would work very closely with the BPW General Manager, the Finance Team, and our department leaders.

We utilized the services of HR Solutions (Kurt Wassink) in the development of the proposed job description. Likewise, we utilized their services to develop a proposed wage scale median of \$63,878. This proposed median wage scale point is based on a review by HR Solutions of two wage surveys (including our geographic area and government-based roles) and comparison with similar internal City/BPW roles with similar skill sets, job responsibilities, education requirements, etc. Using a blend of these comparables led to the proposed median wage along with a proposed wage scale spread of 40%. This then generates a minimum wage scale salary of \$51,102 and a maximum salary of \$76,654.

Given this is proposed to be a full-time position, benefits would be associated with the annual cost of adding such a position. Based on a median salary of \$63,878, we estimate that benefits (FICA, insurances, defined contribution, workers compensation, retiree health savings) would bring the total estimated wage and benefits expense to \$96,540. The proposed split of this expense given the position would serve both the City and Board of Public Works is 66% City and 34% Board of Public Works. This split is based on the full-time equivalent positions in our respective organizations.

From the City's budget perspective, while this would be a new expense for the FY 25/26 budget, we do see some potential savings long-term in the City Clerk's Office. Assuming the HR Specialist position moves forward, we believe that the Deputy City Clerk's position, currently being filled on an interim basis, could move from a previously budgeted full-time position to a part-time position given the HR functions would no longer be housed in the City Clerk's Office and we have already moved the cemetery administrative assistant functions to Administrative Assistant Susan Moore as she already assist with other aspects of the Cemetery and Parks. For clarification, the City Clerk's role will remain as a full-time position.



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Should the Personnel Committee support the establishment of this HR Specialist position, our leadership team will bring this to City Council's August 4 meeting for consideration. If approved, we are prepared to work with HR Solutions to seek applicants starting on August 5. HR Solutions will play a pivotal role in hiring this position through the release of the job advertisement, initial screening, assistance with onboarding, etc. They estimated that we could fill the position in 4 – 6 weeks which would mean a person could be on staff around mid-September.

We look forward to answering questions that the Personnel Committee may have about the proposed position and we thank you for your consideration of this request.

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Timothy R. Klunder, City Manager

# City of Zeeland

## Job Description

### Human Resource Specialist

**Supervised By:** City Manager

**Department:** Administration

**Exemption Status:** Hourly Non-Exempt

#### **Summary:**

This role will ensure that the City of Zeeland and the Zeeland Board of Public Works is fully staffed, policies and procedures are properly interpreted, efficiently implemented and that all federal, state and local laws and statutes are adhered to while promoting a positive work culture.

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

- Support hiring managers with recruitment strategies, job postings and candidate processing.
- Facilitate employee onboarding and offboarding.
- Support the day-to-day administration of the health insurance and retirement programs, coordinating employee and retiree eligibility and elections.
- Assist resolving employee questions about claims with insurance carriers.
- Coordinate retiree health insurance eligibility, election, questions and insurance provider.
- Serve as a point of contact for incoming HR policy/contract inquiries for both union and non-union employees to promote fair and positive work environment.
- Support employee and management with employee relations concerns and investigations.
- Work with managers to coordinate employee recognition programs, employee events and employee/community partnerships.
- Ensure HR compliance with all federal, state and local government regulations.
- Responsible for maintaining up-to-date job descriptions for all positions.
- Assist front line supervisors and management with documentation and follow up.
- Ensure all employee records and files are up to date and in compliance.
- Work with management and supervisors to build morale and facilitate effective work relationships, productivity and retention.
- Compile and report employee metrics for various monthly/quarterly reports.
- Conduct employee culture surveys.
- Identify training needs and coordinate the facilitation of training programs/opportunities.
- Coordinate Worker's Compensation claims with management to ensure compliance.
- Process FMLA, Leaves of Absence, Short-Term Disability and Long-Term Disability programs.
- Assist management in facilitating the performance evaluation process.
- Creatively seek ways to improve Human Resource systems, programs, and processes.
- Executes other duties as directed by the City Manager.

#### **Job Knowledge, Skills and Abilities:**

- Excellent communication skills (listening, verbal and written)
- Ability to positively promote an employee-oriented, high-performance culture

- Exceptional organizational skills, attentive to details and accountable
- Ability to work under pressure, navigating competing priorities and multiple tasks
- Ability to use good judgment and discretion with highly confidential business and team member information
- A high-level commitment to employee engagement
- Stay current with new laws and regulation changes through learning opportunities, networking events and outside consultants

**Education/ Experience:**

- Bachelor's degree in Human Resources, Business, Communication or related field preferred
- 3+ years of HR Generalist experience
- Solid understanding and knowledge of employment laws and compliance
- Strong technical aptitude (Microsoft Office, HRIS)

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms. The employee must frequently lift and/or move objects of light to moderate weight. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually moderate.

July 2025



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## PERSONNEL COMMITTEE MEMORANDUM

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TO: Mayor Klynstra and Personnel Committee Members

FROM: Tim Klunder, City Manager

SUBJECT: Retiree Medicare Coverage

DATE: July 25, 2025

CC: July 29<sup>th</sup> Personnel Committee Meeting

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The City/BPW provides (approximate 27% cost-share by retiree of \$274.40 monthly premium) a Medicare Advantage Plan to retirees at age 65 for full-time employees that were hired prior to July 1, 2009 (assuming they didn't opt-into the Retiree Health Savings Plan – we cover approximately 32 lives on the Medicare plan at the moment). For many years we have offered this Medicare Advantage Plan through Priority Health. This came about when we were working locally with the Schaaf Agency. Several years ago, they sold their business to another agency on the east side of the state. Since that transfer, we have not received the same level of service that we were accustomed to.

As a result, we began to explore the possibility of securing our Medicare coverage through Gallagher Benefits Services (administrator of the Western Michigan Health Insurance Pool). Through this discussion, the concept of exploring a "Medicare Pool" (similar to our health pool) evolved. Since mid-May, five entities (including Zeeland) have explored the development of a Medicare Pool with the assistance of Gallagher Benefit Services and Health Insurance Services, Inc. (an "expert" in the Medicare arena).

What we have found is that by pooling our entities, we could (1) see benefit levels for our retirees remain substantially similar or better, (2) cost savings, and (3) increased outside administrative support. In Zeeland's case, we are estimating cost savings of approximately \$24.5K with substantially similar or increased benefit levels with the ability to have a company provide full administrative support (insurance sign-up, billing, answer questions, etc.) with the Medicare Advantage Plan.

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The next step in the process is to see if additional municipal organizations would like to consider joining a Medicare Pool. This effort will be explored in August. Once we determine which organizations are ready to move forward, final decisions will need to be made no later than October 1 so that there is ample time for an enrollment period (meetings would be held with our retirees) which would enable a January 1, 2026 start.

Given we are meeting on July 29, we merely wanted to bring this to the Personnel Committee's attention. There is no need for action by the Personnel Committee at this time. We do foresee that action could be required by the Personnel Committee prior to October 1 of this year should our leadership team recommend we join the Medicare Pool. Which to date, we have not identified a reason that we should not strongly consider this change.

We can answer any questions the Committee may have about this exciting possibility at Tuesday's meeting. Thank you.

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Timothy R. Klunder, City Manager