

Job Description

Human Resources Coordinator II (E11)

Grade: **E11**

Reports To
(title): **Human Resources Manager**

MAJOR FUNCTION / ROLE	General purpose of the job; major expected results.
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Conducts generalist HR functions, under the general direction of the Regional Human Resources Manager (RHRM). May supervise Human Resources Representatives and/or give HR direction to administrative contacts at ancillary offices and worksites in assigned area of responsibility. Acts as liaison between HR subject matter specialists and employees and managers at assigned locations to ensure proper communication, administration and implementation of company benefits and policies. At this level, the HR Coordinator may be required to serve in a special capacity for an assigned area of responsibility or on a company-wide basis.

JOB DUTIES	Typical duties and responsibilities of job.
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- Assists in the administration of insurance benefits by explaining basic plan coverage and directing personnel to available resources for claims problems. Coordinates Open Enrollment activities at assigned offices. Coordinates health fairs and other Wellness initiatives, working with vendors.
- Supports the centralized New Hire Orientation process at assigned locations by securing equipment and location, and providing required forms. Sends Checklist to Hiring Manager prior to employee's first day of employment. Meets with new hire following online Orientation and verifies all forms have been completed and signed; provides local office information and Welcome gift. Submits paperwork required for Oracle input to HRMS staff, for timely processing of personnel information.
- Provides counsel and advice to employees and managers on company policies and procedures and applicable local, state and federal laws. Takes preventive measures to minimize potential problems, ensuring that progressive discipline steps are taken and written documentation exists when necessary. Consults with RHRM and HR subject matter specialists, and acts as liaison between employee and supervisor to achieve satisfactory conflict resolution.
- Creates and manages job requisitions or refers managers with job openings to the appropriate Recruiter. Supports managers during the interview process at local level. Posts job openings with local Employment Workforce and Veterans agencies. May attend local recruiting events.
- May assist managers with completion of Offer Letter Request form and submittal to Recruiting. Counsels managers regarding the appropriate job and salary classification when preparing offer letters and/or Notice of Personnel Action forms (NPAs) for new hires, considering employee's qualifications and company's minimum requirements and salary ranges. Consults with RHRM when necessary.
- Mails Welcome Letter/Package to new hires. Responds to inquiries from new hires regarding completion of paperwork or routine benefits questions.

- May supervise and/or provide work direction to HR support staff.
- Monitors EEO compliance at assigned locations. Ensures that required postings are in place and mandated guidelines are followed. Assists managers in understanding EEO policies with regard to hiring and other personnel practices to ensure that employees are treated equally and fairly.
- Coaches and counsels managers and employees in the Performance Management process.
- Works with employees and Payroll to resolve any timesheet or paycheck issues. Explains paycheck stub to employees to provide understanding of deductions and other items.
- Maintains up-to-date knowledge of company policies and procedures, as well as HR-related government regulations, to be able to give appropriate advice to managers and ensure compliance.
- Assists with leave of absence process by ensuring Leave of Absence Request form is completed. Submits paperwork to HRMS staff for processing ensuring compliance with FMLA regulations. Responds to employee/manager questions related to leaves of absence. Reviews weekly reports and brings discrepancies to the attention of the Human Relations Manager.
- Acts as liaison between employee, the Human Relations Manager and third party administrator concerning immigration issues.
- Follows up with employees and managers as necessary to ensure compliance with company-wide processes and company-wide processes and initiatives (e.g., Open Enrollment; Performance Management; ethics training; Environment, Health and Safety; Manager Essentials).
- Directs personnel to Office Safety Liaisons at local offices or to Environment, Health and Safety group to report Incident, Injury and Accidents. Assists with Worker's Compensation.
- Coordinates Service Awards presentations at assigned locations by scheduling with Office Leader and advising managers of dates. May assist managers with preparing for presentation by providing basic employment data (e.g., employee's date of hire, job titles held, licenses/registrations/degrees). May coordinate other initiatives such as new employee luncheons.
- Assists Atkins University with local training, including scheduling Lunch-and-Learn sessions and webinars.
- May gather documentation, or participate in conference calls, to respond to Unemployment Claims.
- Conducts termination interviews.
- Sets up and maintains personnel and medical benefits folders.
- Maintains I-9, EEO, and Vehicle Use documentation.
- Provides information for employment verification.
- Updates local office bulletin boards to include Labor Law posters, Labor Law digest, forms and others.
- In the corporate role, handles a variety of special projects, as well as having responsibility for service award administration; new hire and post hire questionnaire administration; e*net content coordination; HR teamsite

administration; succession planning support; budget preparation/updating and expense monitoring support; and flexible schedule support.

- May perform such other duties as the Supervisor may from time to time deem necessary.

SCOPE Aspects that help define or distinguish level of work and its importance to the organization.

COMPLEXITY (Variety or uniqueness of tasks; relative difficulty or importance of work performed; size of unit supported, etc.):

Job duties range from routine to relatively complex personnel processes, usually requiring high level of confidentiality, tact and problem-solving skills.

DECISION-MAKING (Supervision received; independent judgment or initiative; consequence of error):

Independent judgment and high level of diplomacy is required in the resolution of special personnel problems that arise from time to time. Decisions are otherwise generally based on established guidelines and policies. Recommendations for personnel action are frequent and are often accepted by management.

WORK DIRECTION GIVEN TO OTHERS (Titles and number of personnel; type of direction given):

May supervise, train and review performance of non-exempt HR representatives. May give HR-related guidance and work direction to administrative support personnel at ancillary offices and worksites.

INTERNAL CONTACTS (Required interaction/relationship with others within the organization):

All levels of management and employees at local office. Also contacts HR subject matter specialists, Payroll and other personnel as needed.

EXTERNAL CONTACTS (Required interaction/relationship with others outside the organization):

Employment agencies, public employment services, and other vendors.

MINIMUM REQUIREMENTS

EDUCATION AND EXPERIENCE

Bachelor's degree in Human Resources or related field and a minimum of three years of hands-on HR experience.

SPECIAL SKILLS

Excellent communication skills. Good judgment, tact, and problem-solving skills. Ability to work under the stress of multiple tasks, deadlines, and frequent interruptions. Must be able to maintain confidentiality and effectively deal with all levels of employees and managers. Proficiency in MS Office Suite.

PROFESSIONAL REGISTRATIONS

PHR preferred.

COMPETENCIES

General Competencies expected of all Professionals and Managers are as follows:
Client Service, Commitment, Communication, Innovation & Continuous Improvement, Professionalism, Quality and Teamwork.

OTHER

Ability to operate computer keyboard. Ability to work under the pressure of frequent deadlines.

Occasional travel is required. If local travel is required and no company vehicle is available, the use of a personal vehicle may be required. The incumbent must have a valid driver's license and a driving record that meets company policy. The vehicle must be in good working order and insured. Mileage reimbursement allowance will be available.

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