

Job Description: HUMAN RESOURCES ASSOCIATE

PRIMARY FUNCTION:

The Human Resources Office Associate plays a pivotal role in providing advanced administrative and confidential support to the Human Resources department. Operating at an administrative level, this position is the first point of contact for confidential matters, playing a key role in maintaining discretion, efficiency, and professionalism. This role significantly contributes to the seamless operation of the HR department.

REPORTS TO: Manager of Human Resources & Benefits or designee.

SUPERVISES: Part-time staff & student interns.

TYPICAL DUTIES AND RESPONSIBILITIES:

- Provides an executive level of welcoming and professionalism, ensuring visitors and inquiries are handled with discretion.
- Manages confidential phone calls and inquiries, expertly routing and addressing matters that require confidentiality.
- Offers high level assistance to employees and visitors seeking information on HR policies, procedures, and services.
- Conducts advanced data entry and maintains meticulous records concerning employee information, benefits, and HR programs.
- Acts as first point of contact for employees seeking assistance with sensitive issues such as Violence in the Workplace Complaints, Sexual Harassment Complaints, FMLA / LOA.
- Collaborates closely with HR staff to coordinate and facilitate interviews, meetings, and appointments, ensuring a confidential and smooth process.
- Prepares and delivers executive HR documents, including job postings, benefits materials, and training content.
- Manages the organization and upkeep of confidential employee files, including onboarding data, ensuring comprehensive organization and accuracy.
- Contributes to planning and executing special HR projects and events, demonstrating an advanced level of professionalism and confidentiality.
- Fosters an environment of inclusivity and excellence through exceptional interpersonal and communication skills.
- Safeguards confidential HR and employee information with unwavering discretion.
- Collecting timesheets and reporting weekly payroll including time-off and/or overtime
- Maintain accurate records of the Student Internship Program's progress, including the number of interns, projects, and outcomes achieved. Prepare periodic reports for senior management or program associates.
- Compose professional and detailed offer letters, manages pre-employment drug screening procedure, and collects state/federal documentation from new employees.
- Facilitates Civil Service Board meetings, generates confidential Civil Service Eligibility Lists prior to certification and maintains thereafter, composing meeting minutes, corresponding with Board Commissioners.
- Performs related work as required.

NOTE: *The above description covers the principal duties and responsibilities of the job and shall not be construed as a complete listing of all duties or as a contract.*

EDUCATION, QUALIFICATIONS & EXPERIENCE:

High school diploma or equivalent; additional coursework in business administration or HR is advantageous. A minimum of 2 to 3 years of proven administrative, clerical, or customer service experience in an office environment. Bachelor's degree with major course work in Human Resources, Business Administration, Finance, Accounting, Public Administration, or related course work.

KNOWLEDGE, EXPERIENCE, SKILLS, & ABILITIES

- Exceptional interpersonal skills, with an emphasis on handling confidential matters with professionalism and care.
- Familiarity with HR concepts, terminology, and practices, such as employee relations, recruitment, onboarding, and benefits administration.
- Proficiency in utilizing office software, including Microsoft Word, Excel, Outlook, and Powerpoint.
- Familiarity with HRIS software, electronic record-keeping systems, and document management software.
- Outstanding communication skills, both written and verbal.
- Demonstrated ability to analyze situations, identify potential issues, and propose effective solutions in a confidential and professional manner.
- Ability to adapt to changing priorities and a dynamic work environment, maintaining a high level of accuracy and professionalism.
- Impeccable attention to detail and an ability to manage multiple tasks at the executive level.
- Demonstrated history of maintaining the highest standards of discretion, integrity, and professionalism in dealing with sensitive information.
- Skill in addressing and resolving minor conflicts or misunderstandings that may arise in the course of interactions with employees or stakeholders.
- Spanish / English bilingual helpful.

NECESSARY SPECIAL REQUIREMENT:

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

Physical Requirements	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Touch, handle, or feel				X
Reach with hands & arms				X
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk or hear				X
Taste or smell	X			
Lifting or force to be exerted?				
How much and how often?	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

Working Environment	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet / humid conditions (non-weather)	X			
Work near moving mechanical parts		X		
Work in high, precarious places	X			
Fumes / airborne particles	X			
Toxic / caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

SALARY, BARGAINING UNIT & APPLICABLE TERMS OF EMPLOYMENT:

Terms of employment governed by Executive Management and Confidential Manual, Salary range (NE2).