

# JESSICA CLAIRE

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## Skills

- New employee orientations
- Human resources management
- HR policies and procedures review
- Staff compensation
- Human resources audits
- Maintains confidentiality
- Recruiting
- Time and labor control
- Payroll administration
- Confidential document control
- Negotiation
- People-oriented
- HRMS

## Experience

### Human Resources Coordinator, 04/2012 to Current

Afni, Inc. – Opelika, AL

- Resolve personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Create job descriptions to attract targeted talent pool.
- Work with department managers to assess needs.
- Comply with local, state and federal laws.
- Answer employee questions during entrance and exit interview processes.
- Offer consistent payroll disbursement with accurate record keeping of employee sick and vacation accruals..
- Explain human resources policies and procedures.
- Assess employee performance and issued disciplinary notices.
- Conduct new hire orientation.
- Fulfill duties of Human Resources Officer.
- Review and processed payroll-related actions to drive data accuracy and comply with company policy and federal and state regulations.
- Identify staff vacancies, recruit, interview and select best applicants.
- Assist HR Officer in developing and revising Human Resources policies.
- Support onboarding of new employees by supplying key job information, including organizational policies, job duties and employment benefits.
- Supervise and coordinated activities of human resources staff, delegating tasks relating to employment, compensation and employee relations.
- Review records and procedures for accuracy to accomplish objectives and appraised policies for audit reviews.
- Manage recurring HR processes such as employment contracts, merit increases, performance appraisals and employee skills assessments.
- Discussed medical, dental, short-term and long-term benefit plans with new hires and eligible employees with status changes.
- Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Established and maintained operating schedules to provide effective coverage for key areas and achieve objectives.
- Identified and corrected performance and personnel issues to reduce impact to business operations.
- Established and enforced clear goals to keep employees working collaboratively.
- Conducted evaluations and reviews for [Number] employees.
- Coached and mentored [Number] staff members through constructive feedback to develop long-term career goals.
- Worked with HR staff to accurately track and update paid time off.
- Oversaw the conversation from [Software] to [Software].
- Reviewed, investigated and corrected errors and inconsistencies in financial entries, documents and reports.
- Identified processes that could be improved, implementing new procedures that saved [Number] hours per payroll cycle.
- Onboarded new employees in time reporting and payroll systems.
- Managed payroll and time and attendance systems.
- Enforced established payroll-related policies, procedures and regulations and adherence to company and governmental policies.
- Responded to employee inquiries regarding payroll and timekeeping.
- Collaborated with the [Job Title] to provide insight into audits regarding payroll processing.
- Extended job offers to selected individuals and negotiated compensation.
- Developed, listed and maintained wide-ranging job descriptions and job postings.

### Office Assistant II, 12/2006 to 04/2012

City Of Richmond, Ca – Richmond, CA

- Served as central point of contact for internal/external customers .
- Maintained office supplies inventory by checking stock and ordering new supplies as needed.
- Supported office needs including taking messages, scanning documents and routing business correspondence.
- Posted open positions.
- Processed paperwork efficiently to support smooth office procedures.
- Dispersed incoming mail to correct recipients throughout office.
- Maintained all personnel documentation and retained records to be filed and retrieved.
- Input new hire demographics into HRMS.
- Ensured Performance Appraisal were administered and received in a timely manner.
- Timekeeper for HR department. (Workforce Time Management)
- Manage HR process such as employment contracts, merit increases, performance appraisals and employee skill assessments.

### Quality Assurance Specialist, 11/2000 to 12/2006

Res-Care, Inc. – Salem, VA

- Scheduled appointments, meetings and conferences.
- Conducted employment verification and background investigation to facilitate hiring process.
- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Guided new hires through orientation, on-boarding and explained documentation requirements.
- Reviewed payroll reports for payroll processing.
- Reviewed all candidate documentation, including identification, references and background checks.
- Filed documents and delivered mail to facilitate office operations of HR department.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Reviewed records and procedures for accuracy to accomplish objectives and appraised policies and plans under audit review.
- Prepared and submitted listing of qualified applicants to [Job title] for review and coordinated next-phase interviews with management team and potential candidate.

### Bank Teller, 08/2000 to 11/2000

Truist Financial Corporation – Dunedin, FL

- Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.
- Maintained optimal financial controls by securing funds and making accurate transactions.
- Helped customers open and close accounts, apply for loans and make sound financial decisions.
- Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse.
- Identified customer financial needs, goals and objectives and offered appropriate financial products to suit needs.
- Cashed customer checks, including verifying identification and checking account balances in accordance with bank policy.

## Education and Training

### Bachelor of Science: Human Resources Management, 12/2011

Faulkner University - Montgomery, AL

### Elementary Education

Bishop State Community College - Mobile, AL