



Program: CABC
Title: Human Resources Specialist
Department: Administration

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OVERALL PURPOSE OF JOB:

This position provides the operational responsibilities of the Human Resources Division. Responsible for staffing of agency positions, recruitment, hiring/interview processes, follow up and maintenance of related documentation. Position will develop and implement orientations (new hire and benefits), as well as coordinate and develop new hire training materials. Position will be responsible to complete and maintain assigned personnel tasks/processes in accordance with Federal and State laws and Head Start Performance Standards. The HR Specialist functions in the areas of consultation, training and dissemination of personnel related information to management, staff, Policy Council and other agencies.

CORE ORGANIZATIONAL SUCCESS FACTORS:**1. COMMUNICATION**PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail and voicemail daily and use basic word processing and company management systems. (i.e. Child Plus)
- Refrains from divulging confidential information regarding students, families or employees.
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner including on social media.

2. CUSTOMER SERVICEPERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.
- Responds to internal and external customer service inquiries in a timely manner.

3. PROFESSIONALISMPERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and Head Start Program Performance Standards.
- Represents agency in a professional manner when attending any agency program or event.

4. RESPONSIBILITY/ACCOUNTABILITYPERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.
- Follows all policies and procedures in Employee Handbook.
- Follows Recognizing Child Abuse and Mandated Reporter procedures.

5. TEAMWORKPERFORMANCE MEASURES:

- Strives to be "solution-focused" rather than "problem-focused" and presents recommendations that best meet the needs of clients, the organization, and community.
- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change.

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ESSENTIAL FUNCTIONS (other duties may be assigned)

1. Facilitate staff recruitment, hiring, orientation and training processes.

PERFORMANCE MEASURES:

- Ensure timely recruitment utilizing a variety of recruitment tools and processes.
- Process applications to include screenings and final disposition of all applicants.
- Post all job openings via our web site and other media as appropriate.
- Ensure that applicants receive appropriate responses and communication is recorded.
- Responsible for preparation of interview panels **and materials and schedules, ensuring a parent representative is included**, ensuring all on panel are trained in interview policy and procedures.
- Participate on interview panels as needed.
- Verify that potential new hires have policy council approval and maintain record of such.
- ~~Contacting new hires to extend job offers and~~ Arrange new employee orientations.
- Ensure the timely review and follow up on required background checks, other certifications as required by law, agency policy and Federal Performance Standards at time of hire.
- ~~Ensure the scheduling of job shadows, as appropriate.~~
- Ensure that schedules, materials etc. for orientations are prepared.
- Perform new hire orientations and miscellaneous trainings.
- Perform new hire/re-class benefit orientations, coordinating with finance/payroll to ensure timely enrollments.
- Maintain benefit administration materials.
- Provide training and maintain files on FMLA, ~~Workers Compensation~~, COBRA, HIPPA, CWDS.
- Maintain labor relations materials (posters, labor law changes).
- Prepare layoff and recall letters in coordination with the Division Managers.
- Conduct employee exit interviews.
- **Track staff Mandated Reporter certification expiration dates, conduct training and/or assign a trainer.**
- **Educate supervisors and managers on employment law trends and updates.**

2. Maintain personnel records.

PERFORMANCE MEASURES:

- Maintain personnel files: resume/application/credentials, performance appraisals and training records.
- Maintain staff personnel files and staff database by performing data entry and filing in a timely and accurate manner.
- Provide supervisors with requested information including new hire profiles.
- Ensure all confidential information (verbal and written) remains secure and that discarded/expired items are shredded.
- Assist with staffing functions which may include allocations, staffing assignments, change in status, issuing contracts, licensing and processing retirements, resignations and leaves of absences.
- Respond to inquiries and requests for information.

3. Ensure policies, procedures , employee handbook **and job descriptions are current and accessible.**

PERFORMANCE MEASURES:

- Support the establishment of written personnel policies and procedures that are approved by the governing body and policy council and are available to all staff.
- Support revisions of the Employee Handbook **and job descriptions.**

4. Maintain a training and staff wellness resource library.

PERFORMANCE MEASURES:

- Update and share materials with staff.



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5. Provide miscellaneous administrative support.

PERFORMANCE MEASURES:

- Assist supervisors and staff with HR/personnel data, policy and procedure requests.
- Assist with special assignments to include data collection and preparation of various documents related to grievance resolution documentation, Federal Program Information Report, State Reports, as well as other HR related matters.
- Coordinate all-staff trainings with the Management Team.
- Perform other duties as requested by the Executive Director.
- **Maintain inventory of HR related supplies such as name badges, Mandated Reporter class materials, pre-paid clearance codes, career fair materials, health insurance benefits materials, etc.**

6. Attend required meetings and trainings.

PERFORMANCE MEASURES:

- Attend ~~95% of~~ all required meetings.
- Be prepared and participate in the agenda items.

OTHER DUTIES OF THE JOB

1. Establish relationships with other community service providers to support training opportunities.
2. Perform other duties as required.

SUPERVISION RECEIVED

Supervision is *typically* received from the Executive Director.

SUPERVISION ADMINISTERED

This position *typically* does not require the supervision of staff.

QUALIFICATIONS

EDUCATION

- Bachelor Degree in Human Resources or related degree and or a combination of certifications (SHRM), education and experience that meets the requirements of the position. Must be willing to obtain SHRM certification within 2 years from date of hire.

EXPERIENCE AND/OR TRAINING

- Minimum 2 years Human Resources experience, with emphasis in specialty area of recruitment, hiring & training.
- Solid knowledge of Federal and State labor laws regarding personnel such as FMLA, ADA, OFLA, and EEOC.

LICENSES/CERTIFICATIONS

- Act 34, 83, 151 Clearances

MENTAL DEMANDS

- Effective work and communication with candidates, external agencies and agency personnel from diverse cultures and backgrounds.
- Ability to work independently and maintain professional boundaries and confidentiality.
- Strong organization and time management skills, ability to meet tight deadlines and work under pressure.
- High level of efficiency, accuracy and attention to detail.

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PHYSICAL DEMANDS

- Frequent sitting for long periods using computer keyboard, telephone and other office machines.
- Regular standing to file documents, make copies, faxing etc.
- Occasional lifting up to 15 pounds, stooping, bending standing and reaching.

PERSONAL PROTECTIVE EQUIPMENT

This position *typically* does not require the use of personal protective equipment.

WORKING CONDITIONS

This position *typically* requires work in a standard office environment.

TOOLS AND EQUIPMENT

This position requires the use of a variety of office equipment to include computers, copier, fax, printer, etc.

KNOWLEDGE, SKILLS AND ABILITIES

PROBLEM SOLVING SKILLS

- Identify problems, investigate the root-cause and make recommendations for solutions.

VERBAL COMMUNICATION SKILLS

- Use verbal skills to transfer information to groups.

WRITTEN COMMUNICATION SKILLS

- Prepare business documents, technical reports, manuals, articles, etc.

MATH SKILLS

- Addition, subtraction, multiplication, division, percentages, ratios.

COMPUTER SKILLS

- Database/Contact Management Software
- Desktop Publishing
- Microsoft Office
- Human Resource information system
- Internet/email
- ChildPlus

OTHER CHARACTERISTICS

- Follow established safety standards or applicable regulations
- Knowledge of customer service best practices
- Leadership skills
- Organizational skills
- Knowledge of human resources laws and regulations as they relate to the management of staff

To perform this job successfully, an individual must be able to perform each essential function satisfactory. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date

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