

## Family Health Centers – Job Description

JOB TITLE: HUMAN RESOURCES REPRESENTATIVE

DEPARTMENT: Human Resources Revised Date: Aug 2019, Aug 2020, Nov 2021

FLSA STATUS: Hourly

REPORT TO: Human Resources Manager

**PRIMARY ACCOUNTABILITY:** The Human Resources Representative's primary job function is to assist the Human Resources Manager in the daily operations of the Human Resources and be responsible for clerical and data entry tasks, cross train with other HR staff members as well as assume a leadership/administrator role in the computer programs of Relias, PolicyStat and/or other similar department platforms that may be adopted. The HR Representative works under the supervision of the Human Resources Manager. Contribute to the end goal of achieving HR department excellence in addressing the needs of our internal stakeholders.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

#### Day to day operations

- a) Serves as a resource for leadership and staff including, but not limited to, best policies, practices, procedures, and employment law.
- b) Assists with conflict resolution
- c) Monitors human resources workflow
- d) Assists employees with questions or issues
- e) Responsible for maintaining accurate and current employee census information.
- f) Responsible for job postings internally and externally, Indeed, Worksource, Company Website, etc...
- g) Schedules interviews and prepares interview materials as needed
- h) Performs reference and background checks
- i) Manages internal transfers to include updating ADP, census, payroll, status sheets, job descriptions & offer letters, coordinates with managers to agree upon dates

#### Day to day clerical support

- a) Maintains file, makes copies, sends faxes and performs various other clerical duties
- b) Ensure that all forms are current and stocked
- c) Monitors human resources workflow
- d) Assists employees with questions or issues
- e) Maintains Personnel Files
- f) Completes Employee Verification requests in conjunction with the Payroll Department
- g) Maintains current Labor Law posters in all clinics

#### Manages Human Resources Information System (HRIS)

- a) Responsible for data entry, reporting and initiating data program changes as necessary in ADP
- b) Trains staff as appropriate
- c) Troubleshoots issues that arise
- d) Communicates with finance to ensure database information is accurate

#### Assists with benefits administration

- a) Maintains Affordable Care Act (ACA) database & spreadsheet for accuracy, communicates with the 3<sup>rd</sup> party administrator, generates 1095c and submits reports to the Government by the annual deadline
- b) Assists HR Manager with benefit enrollments and benefit changes as needed

## Family Health Centers – Job Description

- c) Communicates problems, changes, or employee issues with agents and vendor representatives

### Responsible for benefits administration

- a) Provides employees with benefits enrollment documents, annual Open Enrollment information, terminations and benefit changes
- b) Ensures timely submission of benefits documentation for eligible employees and inputs all data into benefit vendors' online databases and HRIS
- c) Assists the Human Resources Manager with benefit renewals
- d) Communicates problems, changes, or employee issues with agents and vendor representatives
- e) Communicates benefit program and changes to staff; open enrollment

### Coordinates the recruitment and hiring process

- a) Creates recruitment ads and communicates directly with recruiting vendors
- b) Processes all purchase orders for advertising
- c) Prescreens applicants, interviews, conducts reference checks and provides human resources support in hiring decisions, determines wage with appropriate staff, and offers position
- d) Coordinate itinerary for potential providers
- e) Tracks & distributes 30/60/90-day onboarding questionnaires and reports outcomes to management

Responsible for New Hire Onboarding scheduling, all pre-employment set up to include drug screen, background checks, OFAC sanctions search, checklists, status sheets, etc...

### Responsible for the New Hire Onboarding process

- a) Prepares and maintains all new hire and onboarding materials
- b) Coordinates and facilitates the new hire onboarding process

Prepares termination documents and processes final paperwork including the termination of benefits through various insurance carriers.

Manages the Relias training program assigning appropriate trainings for new hires, staff changing positions, suggested trainings for new managers and to provide statistical reporting when necessary

### Responsible for PolicyState administration

- a) Coordinates with IT in download of policies (initial phase)
- b) Directs policy owners when renewal of policies are needed
- c) Facilitates the approval process of policies
- d) Verifies policies are updated and signed off by staff as needed

### Responsible for employee morale programs

- a) Creates monthly internal employee emails to update staff on job openings, anniversaries, promotions
- b) Manages employee Anniversary recognition for years of service to include ordering pins, award letters and coordinating with Payroll for check disbursement

Works closely with the HR Manager to communicate issues or staff concerns that may arise and provide resolution

## Family Health Centers – Job Description

Works closely with the HR Manager to develop programs, systems, and initiatives.

Assists HR Manager with special projects and required reporting, surveys

### Attendance

- a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
- b) Properly manages paid vacation and sick leave
- c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

### GENERAL DEVELOPMENT

Requires more advanced organizational skills in order to organize projects or the work of others

Job duties require the ability to work independently using independent judgement and as part of a team

Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances

Work requires consideration of the way the work affects other employees outside the department or functional area

Employees are expected to determine an effective response to situations encountered within established precedent

Duties require drawing conclusions using inference and logic, which may be different from the conclusions that could be drawn by others.

Duties require the compilation of information

This position exercises leadership functions, but does not have actual supervisory authority

### PROFESSIONAL & TECHNICAL KNOWLEDGE

Possesses general work-related skills at a higher level than completion of high school, including written and verbal communication skills, computational and computer skills and mathematical knowledge frequently acquired through 3 or more years' experience in an administrative/supervisory setting which demonstrates skill in providing leadership, project management, or other transferable skills. Requires a minimum of a high school diploma/GED. Previous experience in an HR function and an AA degree or comparable training desirable.

### TECHNICAL SKILLS

Ability to prepare basic correspondence and simple reports using the computer.

Ability to use computer to prepare spreadsheets

Ability to create basic presentations using a computer.

Ability to create, send and manage email.

Ability to access web based applications and other computer programs.

### COMMUNICATION SKILLS

Employee is required to effectively communicate using FHC's core values; the Core Dimensions

Respect—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback

Empathy—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact

Genuineness—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)

Family Health Centers – Job Description

Specificity—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans

Job duties require employee to provide excellent customer service to all internal and external customers

Job duties require preparation and execution of presentations to large groups; in both informal and formal settings

Job duties require highly developed written (including electronic) communication skills

WORK ENVIRONMENT

Work is performed in an office environment.

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing				x	
Walking					x
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level		x			
Reach further than arm's length			x		
Fingering					x
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces	x				
Exposed to extreme temperatures		x			
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing		x			
Use/exposed to hazardous substances		x			

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

Signature below acknowledges that I have received a copy of my job description.

\_\_\_\_\_  
*Employee Signature* *Date*

Family Health Centers – Job Description

*Witness Signature*

*Date*