



Position Title:	Human Resource Assistant		
Department:	Human Resources		
FLSA Status:	Non-Exempt – Hourly		
Salary:	Grade: G	Starting:	\$22.02
Supervision:	Director of Human Resources	Last Reviewed:	2/24/24

Job Summary

As a Human Resources Administrative Assistant, you will play a pivotal role in ensuring the efficiency and effectiveness of our HR department. Your responsibilities will encompass a wide range of support tasks, from administrative duties to hands-on assistance with various departmental operations. You will be instrumental in maintaining accurate and current employee records and files, as well as facilitating internal and external communication by handling inquiries and managing paperwork. Working closely with the Director of Human Resources, you will provide indispensable support, contributing to the smooth and successful function of the department daily.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs a variety of tasks related to internal and external job postings, and schedules interviews accordingly.
- Assists new employees with pre-employment screenings and conducts the new hire orientation called "Huddle."
- Prepares new employee files; Verifies I-9 documentation and completes forms to be filed with State/Federal agencies.
- Facilitates background check documentation processing and completes employee and applicant reference verifications as needed.
- Maintains various files and records; maintains HR database.
- Maintains strict confidentiality of all HR-related conversations and interactions.
- Scans employee records, processes photocopies, faxes documents, and performs other clerical functions.
- Completes and oversees benefit inquiries or requests to include open enrollment, FMLA and other leave types, new hire & retirement enrollment forms, and termed employee file processing.
- Keeps detailed records of employee insurance information, audits insurance carrier portals to ensure accuracy, and oversees the enrollment process, including enrolling, and updating, employees and dependents into various online insurance carrier portals.
- Assists with the scheduling of Worker's Compensation appointments.
- Assists with Human resources-related reports and report/data fathering for city-wide cross-departmental support and distribution purposes.
- Assist the Director of Human Resources with various research projects and/or special projects.

- Answers the telephone, assists employees and the public with questions and general inquiries, and/or directs them to the appropriate person within the department.
- Operated standard office and Human Resources data entry equipment.
- Performs other related tasks and duties as assigned.

MINIMUM QUALIFICATIONS

- High School Diploma or GED required.
- Valid Tennessee driver's license required.
- A minimum of two (2) years of progressively responsible direct work-related experience in Human Resources or Personnel Services is preferred.
- Associated Degree and/or Human Resources Certification (PHR or SHRM-CP) is strongly preferred.

SKILLS, KNOWLEDGE, AND ABILITIES

- Comprehensive knowledge of standard office practices, procedures, equipment, and administrative assistant techniques; thorough knowledge of business English, spelling, and arithmetic; ability to keep office records effectively and prepare accurate reports from file sources; ability to multi-task while organizing and executing work independently; good organizational skills.
- Experience using computers and related equipment/software packages. Skill in operating listed tools and equipment; including word processing, database, and spreadsheet programs; calculator, telephone, copy machine, and fax machine. Must possess proficient typing and word processing skills; ability to create spreadsheets and other employment-related reports.
- Requires knowledge of Microsoft Office products.
- Ability to carry out assigned projects to their completion; ability to communicate effectively verbally and in writing; ability to establish and maintain effective working relationships with applicants, employees, officials, and the public; ability to maintain confidential and sensitive information; ability to understand and follow instruction; ability to deal with public and employee relations problems courteously and tactfully.

PHYSICAL DEMANDS

This is sedentary work requiring the exertion of up to 30 pounds of force occasionally with a reasonable amount of force to frequently and/or constantly move objects; work requires stooping, reaching, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas through the spoken word; hearing is required to perceive information at normal spoken levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work and observing general surroundings and activities.

WORK ENVIRONMENT

Office-Based Supportive Setting: The Human Resource Assistant works primarily within the HR office environment, focusing on providing comprehensive administrative support to the HR team. This role is pivotal in facilitating the smooth operation of the HR department through tasks such as document preparation, data entry, file management, and scheduling meetings.

Service-Oriented Interactions: Emphasizing a strong service orientation, the HR Assistant is often the first point of contact for HR-related inquiries from employees, managers, and external contacts. This requires a courteous, professional demeanor, and the ability to provide helpful information and guidance on HR processes and policies.

Collaborative Team Member: As an integral part of the HR team, the Assistant works collaboratively with HR specialists, recruiters, and managers to support various HR initiatives, projects, and events. This role involves coordinating logistics, preparing materials, and assisting with the execution of HR programs such as recruitment, training, and employee engagement activities.

Confidentiality and Discretion: Handling sensitive and confidential employee information is a critical aspect of the job. The Assistant must exercise discretion, uphold confidentiality, and adhere to privacy laws and organizational policies regarding the handling of personal and HR data.

Multitasking and Organizational Skills: The role demands excellent organizational and multitasking skills to manage multiple administrative tasks efficiently while ensuring attention to detail. The Assistant prioritizes and executes tasks in a fast-paced environment, ensuring deadlines are met and HR operations run smoothly.

Support for HR Processes: The Assistant supports a range of HR processes, including recruitment, onboarding, benefits administration, and record-keeping. This involves creating and maintaining up-to-date employee files, assisting with benefits enrollment, and supporting the recruitment process by scheduling interviews and preparing job postings.

Working Schedule: This position is not remote. This position works a standard work schedule of Monday – Friday 8:00 am – 4:30 pm.

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

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