



## Classification Description

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**Job Title:** Human Resources Representative,  
Operations

**Pay Grade:** 105

**Job Code:** 3395

**FLSA Status:** Non-Exempt

### **Job Purpose**

This position performs advanced technical and professional work in support of one or a combination of the following functions in the operations within the Office of Human Resources. Work requires close adherence to College policies and procedures and applicable federal and state laws.

### **General Responsibilities**

#### **Essential Functions**

Provides support to the Operations function within the Office of Human Resources.

Functions in a front reception capacity for the department, greeting and directing students, visitors, faculty, and staff; schedules appointments for department or supervisor as needed.

Orders name badges for employees College-wide.

Provides student and staff assistance via telephone, in person, and/or by mail. Assistance may involve, but is not limited to, providing forms/applications, explaining procedures, researching information, directing to appropriate departments for assistance.

Assists student assistants/temps with completion of their new hire paperwork including fingerprinting.

Receives fingerprint results and notifies the Director of Human Resources if a criminal history is found. Files all fingerprint results and removes them once an employee separates from the College.

Performs departmental filing and retrieval of various records, files, forms, reports, and/or related department documents as directed.

Creates and processes departmental budget and financial documents to include, but not limited to purchase orders and requisitions, travel reimbursements, payroll, etc.

## HUMAN RESOURCES REPRESENTATIVE, OPERATIONS

Uses appropriate office technology to create, transfer, transcribe or compose departmental documents (i.e. meeting minutes, correspondence, and memoranda) in prescribed formats (i.e. fax, e-mail, campus mail, etc.).

Prepares and distributes daily/weekly/monthly/annual reports, announcements, and other relevant materials appropriate to assigned unit.

Maintains department or supervisor calendar, arranging and/or monitoring scheduling for meetings, travel, and department functions.

Receives and reviews invoices, reports, forms, and applications, and distributes copies to appropriate personnel. Maintains department inventory, and orders restock of supplies and materials as needed.

Receives, processes and distributes department mail, and prepares forms, letters, and parcels for mailing. Maintains control records on incoming correspondence and action documents.

Assists with compiling data and information for department reports, as assigned.

May attend division meetings or meetings of other units. Records and types meeting minutes, as requested.

Audits time sheets and leave requests for Payroll. May serve as a backup for the Payroll Specialist and Payroll Representative to process the semi-monthly and hourly payroll.

Assists in the creation of the Human Resources Quarterly Newsletter; communicates with various employees across the College to gather information.

Maintains departmental records and files for areas of responsibility, ensuring files do not contain protected health information and limiting access as per HIPAA regulations. (PHI) – Partial Access

Other related duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution of higher education.

## HUMAN RESOURCES REPRESENTATIVE, OPERATIONS

One (1) year full-time professional work experience or two (2) years part-time professional work experience in a related field. Appropriate combination of education and experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated experience and proficiency using a personal computer, office software such as MS Office, human resource information system, Excel and electronic mail.

Demonstrated record of outstanding customer service.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.

## HUMAN RESOURCES REPRESENTATIVE, OPERATIONS

- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: December 2, 2011. Revised: April 12, 2012, August 15, 2012, September 19, 2012, December 12, 2012, February 19, 2013, April 18, 2013, July 1, 2014, February 25, 2019, December 6, 2019, July 1, 2023.