

POSITION DESCRIPTION**HUMAN RESOURCES REPRESENTATIVE**

Human Resources
Center for Quality Improvement and Standards
Region Ten Community Services Board

CLASSIFICATION TITLE: Human Resources Representative

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent serves as a Region Ten Human Resources Representative. The Region Ten Human Resources Office staff serves in support of 550+ staff and is comprised of four positions: the Director of Human Resources, two Human Resources Representatives, and an HRIS Analyst. The incumbent reports to the Director of Human Resources and performs duties by proceeding alone under standard practices. In this capacity, he/she has the responsibility for managing recruitment and onboarding efforts, including pre-screening applicants to fill job openings and ensuring compliance with position requirements; actively pursuing data accuracy in HRIS system, payroll and deduction data, benefit processing, personal requirements data entry, data management projects, and customer service to staff. Incumbent is also responsible for advising Director on recruitment and retention needs; problem-solving data management needs to support the department and agency; and referring questionable situations/issues to the supervisor. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule in coordination with Human Resources priorities established by the Director. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

Duties require developing, implementing, and evaluating agency policy, procedures and data management systems. Positive performance generates high quality applicants for all levels of agency employment and efficient operations. Position will establish and maintain relationships with hiring managers and with the community. Performance can have continuing long-term positive and negative consequences for program operations. The position performs in accordance with professional ethics, Federal, State and local licensing, accrediting bodies, and other requirements and within established Region Ten policies.

The HIPPA access level for this position is Level Three for Names.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Creates and maintains a pleasant, supportive yet professional environment to meet employee Human Resources needs in a time-effective, efficient manner. Is careful to establish and maintain professional boundaries and maintain confidentiality of all personnel matters and materials handled in the Human Resources Office.
2. *Serve as point of contact for questions regarding recruitment, selection, and hiring for hiring supervisors. Establish and maintain relationships with hiring managers to stay abreast of current and future hiring and business needs.
3. * Initiate, create and manage employment advertising for the agency through newspapers, recruitment brochures, intranet, and other media with the final approval of supervisor. Manages all appropriate billing of these advertisements. Prepare and print Open Positions Memos for internal and external distribution.
4. *Review and revises all job descriptions in coordination with Supervisors, insuring accuracy of electronic files.
5. *Evaluate recruitment and selection criteria to ensure conformance to professional and testing standards, recommending revision as needed.
6. *Receiving and processing and maintaining applications and application files. Coordinate and maintain accuracy of recruitment database, applicant processing procedures, automated correspondence and recruitment files.
7. *Prepare, send and track hire offer letters. Process hiring paperwork for new hires, change in work status, volunteers, interns, and contractors ensuring all forms are accurate and complete and collect all needed documentation.
8. *Ensure personnel record compliance with on boarding and position requirements. Audits for and data entry of ongoing personnel requirements and annual and probationary evaluations to assure licensing and policy compliance.
9. *Serve as point person for HR on-boarding processes to include new hire paperwork; background checks; ID's
10. *Performs benefit administration. Includes benefit data entry, both internal and with vendors, and communications, assisting with bill reconciliation, COBRA administration, VRS data entry, exit meetings to review benefit transition and maintenance of information packets. Act as a primary Virginia Retirement System contact for staff and HR data manger within VRS system. Serve as staff and vendor point of contact for benefits questions.
11. *Recruit applicants for open positions, arranging and attending job fairs for Region Ten and interfacing with college campus representatives, and local organizational efforts.
12. Use local contacts, employee referrals and internet tools to perform searches for qualified candidates.
13. *Provide pre-screening of QMHP positions.
14. *Maintain current knowledge of Equal Employment Opportunity and affirmative action guidelines. Complies with all agency policy and protocols on recruitment, selection, and hiring.
15. *Assists the Human Resource Director in providing continuity and information regarding correct and equitable interpretation of Human Resource policies and procedures, including FMLA and Worker's Compensation. This requires a thorough and consistent knowledge of policies and procedures. Refers employee relations, grievance issues, policy interpretation or change issues to the Human Resources Director.
16. * Work in conjunction with Director to develop electronic systems that support departmental and agency processes and goals.
17. Advise Director of Human Resources on organizing, preparing, and implementing recruiting and retention programs through Human Resources, making budgetary recommendations to supervisor and working within available resources on recruitment and retention needs.
18. *Manage statistical reports on vacancies, turnovers, exit interviews, advertising sources, and other statistical analysis.

HUMAN RESOURCES REPRESENTATIVE

Center for Quality Improvement and Standards – Region Ten Community Services Board

Page 2

19. General office support to include answers Human Resources main number, routing calls and processing incoming mail.
20. *Conducts operational audits and tracking including but not limited to sabbatical, sick bank and evaluation audits.
21. Manage employee referral program
22. * Completes employment verifications.
23. *Maintains data accuracy in employee data files. Perform data entry into HRIS employee master files and pay/salary screens and other HRIS data including but not limited to new hire and change in work status data entry, accruals and deductions changes, separations and employee demographic data. Follows data flow protocols to communicate relevant data changes to other departments as needed to assure accurate system management across agency and accurate payroll.
24. *Assists the Director in providing continuity and information regarding correct and equitable interpretation of Human Resources policy and procedures. This requires a thorough and consistent knowledge of policy and procedures, including the recognition that many issues may be referred directly to the Director or belong in the purview of the Director or the Senior Director.
25. Reads all agency communication (i.e., Ten, Region Ten's newsletter, E-mail, etc.).
26. Other duties as assigned by the Director, Senior Director of Quality Improvement and Standards, or Executive Director.

QUALIFICATIONS:

Bachelor's degree preferred in a related field. Human Resource experience and experience with HRIS highly desirable.

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: basic recruitment principles; mission of Region Ten and agency hiring needs; project management; interpersonal communications and interviewing; managing required billing procedures; how to interpret policy and create procedures to implement; how to design and implement public events; how to match job applicants with job openings; publicizing job openings; EEOC principles; affirmative action principles; what it means to hire for teamwork as well as individual applicant abilities; public relations; data analysis; standard office practices and procedures; personnel/Human Resources principles; office equipment to include the use of telephone, computer, copier, calculator, facsimile, telephone answering machine; scanner; efficient filing techniques and quality assurance of records; standard business English; spelling and arithmetic; efficient, reliable office organization; Microsoft Suite software; familiarity with HRIS management. After hire the incumbent must gain thorough knowledge of Region Ten Human Resources practices and procedures; and extensive Region Ten programmatic knowledge.

Skills in: data analysis; recruitment, selection, defining jobs, outlining job duties; clear communication with coworkers and outside vendors; writing ads that attract quality applicants; accurate typing/word processing; use of spell check; working to a deadline and providing status reports on assignments; Windows; HRIS; Visio; using data management systems; developing new processes; communication with a diverse range of people; creating a pleasant, supportive, professional office environment; public relations within the agency and community

Abilities to: quickly learn new computer applications; problem solve within data management systems; provide a highly professional public image for Region Ten; provide support; connect recruitment and workforce management efforts with the mission of Region Ten; communicate effectively with hiring supervisors to create good publicity and attract good applicants; move fluently and effectively in the public arena to create hiring networks in the community and with agencies and the general public as sources for applicants; remain cheerful when under stress; remain organized under stress; meet the public effectively; maximize use of time; meet deadlines; establish and maintain professional working relationships with people of all levels within the organization; follow oral and written instruction; follow up with status reports on assignments or completion of work; be self-motivated; maintain efficient and professional transactions in person, in email and on the phone.

Working Conditions: The Human Resources Office is comprised of four positions; the Director of Human Resources, two Human Resources Representatives, and an HRIS Analyst. The office provides Human Resources services to a staff of 550+ persons. The volume of demand response issues can create and maintain high levels of stress and anxiety for the incumbent. Solid, reliable, 40 hour per week attendance is a business necessity in order to provide continuous, organized, professional services and maintain up to date records and complete assigned tasks. Use of annual leave must be scheduled at least two weeks in advance to allow for appropriate temporary assistance to be assured for coverage.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
500 Old Lynchburg Road
Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART

Director, Human Resources
|
Human Resources Representative

GRADE: 9

HUMAN RESOURCES REPRESENTATIVE
Center for Quality Improvement and Standards – Region Ten Community Services Board
Page 3

SCHEDULE: Monday through Friday, 8:30 a.m.to 5:00 p.m.

Position Description Updated: March 1, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date