



Classification Description

Job Title: Human Resources Specialist I

Pay Grade: 109

Job Code: 3352

FLSA Status: Exempt

Job Purpose

This position performs advanced technical and professional work in support of all programs within the Office of Human Resources. The Human Resources Specialist I implements Human Resources objectives and practices that will provide an employee-oriented, high performance culture that emphasizes excellence in service, quality, productivity, and standards, goal attainment, and the recruitment and ongoing development of a high-functioning workforce. A Human Resources Specialist I is cross-trained in several areas within the Office of Human Resources and is expected to flex between areas if needed. Work requires extensive knowledge and close adherence to College Operating Procedures and applicable Federal and State laws.

General Responsibilities

Essential Functions – General

Interprets College Operating Procedures and assists employees regarding established procedures.

Recommends and implements new processes for area of responsibility in collaboration with area leadership, including Banner and other technology processes. Updates and maintains related technology systems.

Develops and presents training sessions pertaining to area of responsibility in collaboration with the appropriate Human Resources staff.

Prepares department and College-wide ad hoc reports from database as needed.

Maintains departmental records and files for area(s) of responsibility; coordinates destruction of records for assigned area(s).

Serves as back-up support for other areas within the department.

Completes other projects as assigned.

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Essential Functions – May support one or a combination of the following areas:

Operations - Essential Functions

Serves as liaison with academic divisions for all faculty compensation including full time, adjuncts, special, overloads, supplemental, and others as appropriate. Serves as the liaison to the payroll office insuring that processes in support of payroll are accurate and completed in a timely manner.

Processes Personnel Action Forms approved via electronic workflow enters and maintains timely and accurate records within the Banner system; ensures appropriate communication with departments and/or individuals regarding actions. Uses appropriate load and available reports to ensure accurate data is received and entered. Pursues corrections and resolves complex compensation issues.

Manages the performance evaluation process College-wide to include Administration, faculty and staff. Tracks receipt of evaluations and provides metrics on the completion rate. Pursues completion and resolves delinquent evaluations.

Monitors the Fast Track process to ensure timely entry of new/rehires in the Banner system. Verifies and/or processes all employees, insuring all legal and College required documents are completed. Verifies employee files are complete and ensures all documents are imaged into the system accurately and timely.

Manages the employee departure process and coordination of all departments regarding procedures for departing employees.

Ensures the completion of accurate employee data for the annual publication of the College catalogue, commencement program, and other publications upon request.

Assists with the process of mass salary increases including auditing and analyzing data, interpretation of policy and procedures, mass updates in Banner, and preparing and distributing employee communications.

Continually reviews effective and efficient use of Banner HR/payroll system. Raises questions, collaborates with other HR, payroll and IT staff, and recommends changes.

Maintains departmental records for areas of responsibility, ensuring records do not contain protected health information and limiting access as per HIPAA regulations. (PHI) – Partial Access. Assists with the implementation and maintenance of Banner org security, position reporting structure and Web/Leave time entry functions. Pursues corrections and resolves complex processing issues.

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Benefits – Essential Functions

Administers fringe benefit programs for employees; interprets policy and procedures to facilitate understanding of benefits and processing of documents; interprets rules and regulations pertaining to various benefit programs; provides authoritative advice to faculty and staff regarding retirement, sick leave, vacation, tuition reimbursement, and any other benefit programs established.

Develops and implements online open enrollment in collaboration with appropriate area leadership.

Plans and executes College-wide benefit related events, including but not limited to, annual benefits expo, various wellness events and employee recognition activities. Presents new employee benefits orientation. Ensures an adequate supply of orientation materials is available.

Monitors, audits and reconciles benefits programs, premiums, and funding reports. As appropriate, submits funding and other reports to the applicable agencies or entities.

Serves as liaison with insurance and investment providers, Florida Retirement System, Florida College System Risk Management Consortium and other vendors/providers.

Assists in the Administration of the College's workers' compensation program. May work as a liaison between claims adjuster and employees, serving as an employee advocate.

Enters and updates all benefit deductions in Human Resources database and insures timeliness and accuracy. Develops, maintains and updates Human Resources benefits and leave personnel database.

Administers and interprets employee benefit programs for employees including but not limited to tuition reimbursement/scholarship, Section 125 Cafeteria Plan, flex spending account, Employee Assistance Program, discount plans, etc.

Processes benefit terminations including COBRA administration and preparing retirement materials.

Maintains employee length of service and coordinates and conducts employee appreciation and service awards programs.

Administers the College's Sick Leave Pool including enrollment, tracking, and record keeping.

Fully administers the College's retiree benefits programs to include billing, receiving and processing payments, reconciling, and working with other departments within the College to ensure accurate records are kept.

Researches, responds, and processes unemployment claims and verifies quarterly payments.

Manages and monitors the Buc Perks program; serves as contact for vendors providing special discounts to College employees.

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

Talent Acquisition - Essential Functions

Serves as an expert on the College's electronic job site. Runs reports within the system, audits and analyzes data, prepares reports, and makes appropriate recommendations based on analysis.

Provides direction and guidance to hiring managers and search committees throughout the selection process to ensure compliance with College Operating Procedures and related Federal and State laws and guidelines. Resolves complex recruitment and hiring issues.

Develops and maintains a comprehensive training program for hiring managers and search committees. Conducts orientation and training for hiring managers and search committees in relation to selection and recruitment policies and procedures and the College's employment equity goals.

Creates and maintains a comprehensive library of interview questions. Assists hiring managers and search committees with the creation of appropriate interview questions.

Develops, maintains and approves all tests administered to applicants at the recruitment level. Ensures compliance and equity for all recruitment testing.

Develops and maintains a robust social media plan to ensure recognition of the FSW Talent Acquisition brand as an employer of choice.

Plans and organizes periodic job fairs, attends community job fairs, and identifies other appropriate recruitment resources to ensure quality applicant pools for open positions. Seeks out and implements new and alternative methods for sourcing qualified candidates for hard to fill positions.

Performs routine audits of new employee paperwork including tracking completeness, timeliness, and accuracy. Audits all employee files for adherence to all laws, rules, and regulations.

Ensures compliance with electronic I-9 and E-verify processes. Acts as subject matter expert regarding laws and regulations associated with the I-9 and resolves complex issues regarding such. Ensures proper storage and destruction of I-9 forms within accordance with Federal and State recordkeeping and associated guidelines.

Acts as point of contact for electronic fingerprint system to ensure the College adheres to all laws, rules, and regulations.

Develops, implements, and maintains a comprehensive program to orientate new employees to the College. Researches best practices for effective strategies to integrate new employees and establishes a mentor program to ensure a low rate of turnover within the first six months of employment.

Develops metrics to track and analyze turnover and retention rates and works with appropriate staff to develop and implement on-boarding strategies and programs accordingly.

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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.

Classification and Compensation - Essential Functions

Performs desk audits to ensure current job descriptions are accurate. Collaborates with department heads and employees to create clear and appropriate job descriptions including specific tasks, qualifications, and physical/environmental/mental conditions for positions within the College.

Researches and recommends employment classifications and FLSA status. Performs regular audits of employee classifications and positions to ensure compliance with current Federal and State laws and guidelines. Recommends appropriate changes.

Manages Banner position control for the College in conjunction with the budget office. Builds and maintains salary structure, position class, and position numbers in Banner. Ensures accuracy and consistency of all position control functions within Banner.

Provides guidance to departments regarding personnel transactions involving pay adjustments, classification changes, and other personnel status changes; ensures position data is correctly entered into the Banner system and completes periodic audits to correct discrepancies.

Conducts complex and comprehensive market salary surveys and analyzes data in comparison to College compensation plan. Acts as lead and contact for College-wide salary survey conducted by third party including, but not limited to, RFP process, development, implementation, training, communications, budget, etc.

Implements salary adjustments and other special increases as a result of market adjustments, compensation studies, or other programs. Prepares and presents employee informational sessions regarding market adjustments, compensations studies, etc. as directed.

Researches best practices for classification and compensation and recommends revisions to current practice including, but not limited to, job description templates, salary schedules, organizational management, etc.

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.

For all areas:

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.

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Knowledge, Skills and Abilities

Minimum Qualifications

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

Two (2) years of related full-time professional work experience. Appropriate combination of education and experience may be substituted.

Working knowledge of one or more personnel functions: affirmative action/equal employment opportunity programs, benefits administration, classification, compensation, job analysis, recruitment/selection, and/or training.

Demonstrated ability to maintain confidentiality.

Ability to travel independently to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel and MS PowerPoint) and electronic mail.

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.
- 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.

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- 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.
- 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 communicate and collaborate 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 necessary.

Approved through classification/compensation study: September 1, 2009. Revised: March 19, 2010, February 18, 2011, December 11, 2013, July 1, 2014, January 22, 2016, September 20, 2016, June 06, 2019, July 8, 2020, and October 29, 2021. Revised: July 1, 2023.