

# Classification Description

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**Job Title: Human Resources Office Manager      Pay Grade: 113**

**Job Code: 4232      FLSA Status: Exempt**

## **Job Purpose**

The Human Resources Office Manager serves as the primary receptionist for the Office of Human Resources, and provides multi-functional HR Support within the HR Department; this role embodies versatility and excellence in managing administrative functions, front desk responsibilities, and in providing essential support across diverse HR functions. Responsible for overseeing office operations, greeting visitors, and managing inquiries; this position ensures a welcoming and organized atmosphere while delivering exceptional service to internal and external stakeholders. Additionally, this role extends beyond traditional reception duties by actively participating in various HR initiatives including, but not limited to, HR operations, talent acquisition, classification and compensation, and benefits administration. The HR Office Manager plays a crucial part in optimizing HR processes, facilitating smooth operations, and contributing significantly to the success of the FSW HR department's multifaceted functions.

## **General Responsibilities**

### **Essential Functions**

#### **HR Operations**

Functions in a front reception capacity for the department, greeting and directing students, visitors, faculty, and staff.

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.

Assist student assistants/temps with completion of their new hire paperwork.

Receives fingerprint results and notifies the Chief Human Resources Officer if a criminal history is found. Scans fingerprint results in AppXtender. Reaches out to employees that have not completed their background check.

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

## HUMAN RESOURCES OFFICE MANAGER

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.

Serves as the main point of contact for Facilities and IT for general HR office related issues.

### **Talent Acquisition**

Develops strong and strategic business partnerships, provides policy and procedure interpretation, and serves as a consultant to hiring managers and administrators on all recruiting related activities.

Routinely communicates with candidates through hiring steps in the applicant tracking system (ATS) ensuring connection and compliance.

Coordinates the temporary employee hiring process utilizing onboarding software.

Monitors onboarding dashboard for timely completion of required employment paperwork and compliance with I-9 and E-Verify processes.

### **Employee Benefits**

Assists in the reconciliation of benefits programs, premiums, and funding reports. As appropriate, submits funding and other reports to the applicable agencies or entities.

Processes initial notifications and benefit terminations with the College's COBRA administrator.

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

Responds to and completes unemployment claims in a timely manner.

### **Title IX/Equity/ADA**

Functions in a front reception capacity for any incoming Title IX (TIX)/Equity/ADA related questions or complaints.

Ensures new employees have received and completed TIX Compliance training.

Ensures students have received and completed TIX Compliance training.

Trouble shoots/assists with any Canvas training issues.

Maintains ATIXA membership and renews yearly for TIXC/DTIXC.

## HUMAN RESOURCES OFFICE MANAGER

Plans/budgets travel for professional development and TIX certifications.

Coordinates receipt of Equity Report sections from department managers ahead of report deadlines.

Assists ADA 504 Coordinator in ordering supplies/equipment for employees seeking ADA reasonable accommodations.

Coordinates with facilities for delivery of items for ADA reasonable accommodations.

### **Classification & Compensation**

Collaborates with Classification and Compensation team on the processing of temporary employees, including the preparation and execution of Temporary Assignment Agreements, and preparation and initiation of Temp Employee Personnel Action Forms. Communicates effectively with various College departments to gather information and understand their temporary employment needs.

Performs other 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 perform the essential functions of this job with or without reasonable accommodation.

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

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education with a concentration in Communications, Marketing or Human Resources.

Four (4) years of related full-time professional work experience. Appropriate combination of education and experience may be substituted.

Demonstrated ability to maintain confidentiality.

Ability to travel independently to other locations for College business.

Experience using Microsoft Office applications (Outlook, PowerPoint, Word, Excel and Publisher).

## HUMAN RESOURCES OFFICE MANAGER

Demonstrated abilities:

### **Administrative Skills:**

- **Organizational Skills:** Ability to manage multiple tasks, prioritize workload, and maintain a well-structured office environment.
- **Time Management:** Efficiently handle deadlines, schedules, and coordinate various administrative functions.
- **Attention to Detail:** Ability to maintain accuracy in record-keeping, data entry, and documentation.

### **HR Knowledge:**

- **Understanding of HR Processes:** Familiarity with HR functions such as recruitment, onboarding, benefits administration, performance management, and HR compliance.
- **Knowledge of Employment Laws:** Understanding of relevant labor laws, regulations, and compliance requirements.

### **Communication Skills:**

- **Verbal and Written Communication:** Strong communication skills to interact with employees, candidates, vendors, and other stakeholders professionally and effectively.
- **Customer Service Orientation:** Ability to provide exceptional service to visitors, employees, and clients.

### **Technology Proficiency:**

- **Proficiency in Office Software:** Experience using office software such as Microsoft Office Suite, HRIS (Human Resource Information Systems), and other relevant tools.
- **Adaptability to Technology Changes:** Ability to adapt to and learn new technologies and systems quickly.

### **Interpersonal Skills:**

- **Team Collaboration:** Ability to work effectively in a team environment and collaborate with various departments and individuals.
- **Conflict Resolution:** Skills to handle conflicts, diffuse situations, and resolve issues effectively.

### **Problem-Solving Skills:**

- **Analytical Thinking:** Capacity to assess situations, identify problems, and propose effective solutions.
- **Decision-making:** Ability to make sound decisions independently and in alignment with HR policies and organizational goals.

### **Flexibility and Adaptability:**

- **Adaptability:** Being flexible and adaptable to changing priorities and work demands in a dynamic HR environment.

## HUMAN RESOURCES OFFICE MANAGER

### **Confidentiality and Ethics:**

- **Ethical Conduct:** Ability to handle sensitive information with discretion, maintaining confidentiality and integrity.

### **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.
- 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: January 8, 2024.