

Job Description

Position Title: Human Resources Specialist 1

Job Family: Registrar & Admissions

Job Type: Support & Service - Entry

FLSA Status: Non-Exempt

Salary Grade: 01

Position Summary:

The Human Resources (HR) Specialist 1 is the central point of contact for Human Resources. The HR Specialist 1 greets employees and visitors, assists with appropriate paperwork, and resolves routine issues related to HR. This position accepts, screens, and routes telephone calls concerning activities and operations of the office, directs inquiries as appropriate and provides information. This position supports many HR processes, by completing and certifying I9's, handling temporary new hire documentation, updating hiring reports, and filing. The HR Specialist 1 maintains the privacy of employees and employment records. This position provides customer service excellence through courteous, informed, accessible, and professional engagement.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Greets and directs visitors, assists with paperwork, and resolves routine issues related to Human Resource office functions.
2. Accepts, screens, and routes telephone calls; directs inquiries and/or provides information as appropriate
3. Provides general HR information and support to students, employees, and community members regarding processes, forms, and policy; acts as the main point-of contact for Human Resources inquiries utilizing various communication mediums including phone calls, email, and in-person assistance.
4. Administrates all tasks regarding I-9's including any life-cycle tasks to completion; obtains, checks, and verifies identification documents for I-9 Verifications; certifies I9's and processes temporary/federal work-study new hire documentation.
5. Maintains the privacy of employees and employment records.
6. Provides service excellence through courteous, informed, accessible, and professional engagement.
7. Gathers all incoming documentation and mail that comes into Human Resources via physical/inter-office mail, fax, and email; triages, records, and sorts as necessary.
8. Assists with the management and maintenance of departmental fliers, materials, documents, spreadsheets and reports.
9. Supports New Employee Onboarding by directing employees on video set up, connecting to Zoom/Google, answering questions, and troubleshooting connection issues.
10. Provides assistance to multiple committees by taking notes, preparing agendas, hosting online meetings, and distributing pertinent college-wide information.

11. Accurately creates and maintains college-wide personnel files by adding, deleting, copying, verifying and disposing of appropriate documents and files in accordance with local, state, and federal records retention regulations.
12. Schedules and monitors HR conference room calendar, including sending out calendar invites and finding alternative locations for meetings, if room is occupied.
13. Adheres to College Personnel policies and practices and communicates these policies as requested by external departments.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of human resources principles and practices
3. Knowledge of internal and external customer service principles and practices
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in organization, coordination and management
7. Skill in positive, productive and flexible customer service
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High School Diploma or GED Required
 - One (1) to three (3) years of related experience required
 - Three (3) to five (5) years of related experience preferred
 - Associates degree in Human Resources or a closely related field of study preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work
- Pre-employment Background Check required