

POSITION DESCRIPTION

Position Title:	Human Resources Representative	Revision Date:	6/2019
Reports To:	VP, Operations	Supervises (Direct/Indirect):	0 / 0
FSLA Class:	Non-Exempt	Pay Grade:	9

POSITION SUMMARY:

This position supports the Human Resource activities of the Credit Union and assists with providing support for management, policy administration, performance management, rewards/recognition systems, benefits administration, recruitment, ADA, FMLA and disability case management, and all other Human Resource functions across the organization. This role involves a generalist approach to the HR function requiring a broad spectrum of Human Resources knowledge and serves as an example for high professional standards including confidentiality. This position requires an extremely perceptive person who can relate to individuals at all levels within the organization.

KNOWLEDGE, SKILLS, and ABILITIES:

- Bachelor's degree in human resource management or a related field.
- 2-5 years prior work experience as a Human Resource professional.
- A combination of education, experience and training may substitute for the educational and experience requirements of this role.
- PHR/SPHR or SHRM-CP/SCP certification(s), preferred.
- Excellent knowledge of MS Office (Word/Excel) Suite, Outlook, messenger, and related HR software portals.
- Thorough knowledge of HR procedures, policies, and best practices.
- Working knowledge of Sage HRMS or other HRIS system, preferred.
- Working knowledge of SQL database management and report generation, preferred.
- Working knowledge of Affordable Care Act tracking and reporting, preferred.
- Working knowledge of benefit plan(s) administration, preferred.
- Knowledge of payroll processing, laws and regulations, preferred.
- Knowledge of HR best practices, laws and regulations.
- Knowledge of interviewing techniques.
- Core Skills:
 - Excellent oral and written communication skills and the.
 - Excellent organizational and analytical skills.
 - Excellent conflict management skills.
 - Natural and excellent interpersonal and communication skills.
 - Excellent record keeping skill.
 - Excellent problem-solving skill.
 - Excellent attention to detail skill.
 - Excellent engagement and diplomacy skill.
- Core Abilities:
 - Able to work with all levels of management and staff.
 - Able to work in an environment with frequent interruptions.
 - Able to manage multiple priorities at once.
 - Ability to learn new technical systems as needed.
 - Able to be resourceful in uncovering less obvious solutions to human resource issues.
 - Able to understand employee and company information to be kept confidential.
 - Able to consult with personnel.
 - Able to create, foster and grow business relationships with management and employees.
 - Able to function and work as a collaborative team member.
 - Able to embrace contributions of others without seeking attention for personal contributions.
 - Able to share credit and define success collectively.
 - Able to sustain a commitment to doing a job well and going above and beyond.

- Able to ascertain the subtleties of group dynamics and one's impact on the dynamic
- Travel: Position requires frequent local travel and periodic out of town travel. Must have or be able to obtain a valid state driver license by time of hire.
- Supervisory Responsibilities: This position does not directly or indirectly supervise staff.

PHYSICAL REQUIREMENTS:

Physical Activity.

- Kneeling. Bending the body downward and forward by bending leg and spine.
- Reaching. Extending hand(s) and arm(s) in any direction.
- Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping. Applying pressure to an object with the fingers and palm.
- Talking. Expressing or exchanging ideas by means of the spoken word.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- Repetitive Motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

Physical Requirements.

- Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Visual Acuity. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection of documents.

Work Conditions. Regularly, the worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work.) Occasionally, the worker is subject to both environmental conditions.

Activities occur inside and outside.

JOB RELATIONSHIPS:

- 1.) Frequent contact with all levels and types of credit union staff, members, and potential members. A high level of interpersonal skills required to effectively represent credit union products and services. Member/potential member contact occurs on very frequent to continuous basis, with rapid, short, repeated interactions.
- 2.) Frequent exposure to sensitive information and issues requires a tactful and trustworthy individual to protect the credit union interest, other employee interest and member confidentiality.

POSITION RESPONSIBILITIES ESSENTIAL FUNCTIONS:

% OF TIME

Administration.

- Maintains all human resource records and files ensuring confidentiality and compliance with audit and retention requirements.
- Recommends new approaches, policies and procedures to continually improve efficiency of the department and services performed.
- Processes unemployment, disability insurance and workers compensation claims.
- Maintain and monitor the employee performance management process; monitors employee compensation plan.
- Assist with payroll processing to include bi-weekly payroll changes, approves time sheets for payroll processing and verifies that recorded worked time is accurate and complies with policy. 25%
- Tracks Human Resource related metrics across all department functions; provides recommendations and reporting for management.
- Assures employee data accuracy in HRIS system, all benefit portal and anywhere else that employee data is warehoused.
- Process documentation and prepare reports relating to Human Resource activities (staffing, recruitment, training, performance evaluations, etc.).

<ul style="list-style-type: none"> • Ensure organizational compliance with federal and state legal requirements by staying abreast of new legislation and ensuring adherence to requirements. • Administers the Credit Union's employee reward and recognition programs. 	
Organizational Resource.	
<ul style="list-style-type: none"> • Provides guidance to supervisory staff on employee performance issues. • Assists with the resolution of employee issues. • Is subject matter expert (SME) regarding human resource policy procedure. • Interpret and apply Human Resource policies and procedures to issues. • Ensure Human Resource best practices are followed. 	25%
Recruitment.	
<ul style="list-style-type: none"> • Coordinates recruitment for all exempt and nonexempt personnel, and temporary employees. • Writes and places position advertisements, coordinates communication with candidates. • Conducts appropriate pre-employment background verifications. • Assists trainer with new-employee orientations. • Oversees the timely completion of all employee onboarding and offboarding processes. 	15%
Benefits.	
<ul style="list-style-type: none"> • Assists with the administration of the Credit Union's benefit programs. • Serves as primary point of contact for benefit related questions. • Ensures accuracy and eligibility of benefit enrollments. • Leads the annual open enrollment process, including coordinating on-site meetings. • Recommends changes or additions to benefit programs. • Assists with regulatory reporting for all benefit programs. • Verifies monthly benefit charges and pays invoices. • Administers the Credit Union's wellness program, including communicating program activities, coordinating on-site health screenings, collaborating with wellness vendors, and making recommendations on additions/changes to the program. • Administers FMLA and disability programs. 	15%
Policy.	
<ul style="list-style-type: none"> • Contributes to the development and implementation of personnel policies and procedures. • Prepares and maintains the employee handbook and procedures manual. • Develops, maintains and updates job descriptions. 	10%
Team Relationships.	
<ul style="list-style-type: none"> • Functions well within the department and across the organization as a positive influence and team member. • Protects organization's value by keeping information private and confidential. 	5%
Other Duties as assigned.	5%
<i>Essential Function Footnotes</i> 1.) Failure to perform this function may have serious consequences. 2.) The performance of this function is the reason the position exists. 3.) There are a limited number of employees whom the performance of this function can be distributed to. 4.) This function is highly specialized. Employees are paid for their skill/ability to perform this function. 5.) Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.	

POSITION SECONDARY FUNCTIONS:
Monitors and assures completion or and compliance with all worker's compensation and unemployment requirements.
Identify and share departmental issues, concerns, and needs with HR and Credit Union leadership.
Coordinates the activities of the Safety Committee, and related functions, working toward safer work environments, employee safety, and reduction of work injury liabilities.
Coordinate HR projects (meetings, training, surveys, etc.).
Coordinate regular Human Resource file audits and Human Resource information archive.

Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

I understand this job description is not intended and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job. Further, I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of the credit union without it being specifically included in the job description.

Employee Signature

Date