

# **HUMAN RESOURCES COORDINATOR – OAKLAND HEADQUARTERS**

California Communication Access Foundation (CCAF) is seeking an experienced, detail-oriented HR Coordinator at our Oakland Headquarters office. The Human Resources Coordinator will provide a high level of human resources administrative support to the HR team and to the CCAF employees. Support is provided across all areas of HR accountability with primary work in records management, HRIS/systems, benefits, onboarding, and administration. The HR Coordinator is responsible for providing excellent customer service as the first point of contact for the resolution of HR issues and requests.

Founded in 2003, CCAF serves the residents of California who are Deaf and Disabled. Its mission is to serve as an educator, convener, and resource working collaboratively to ensure communications access for people with disabilities in California. CCAF manages the Deaf & Disabled Telecommunications Program (DDTP) for the California Public Utilities Commission (CPUC). At no-cost, DDTP provides specialized telephones and relay services to Californians with difficulty hearing, seeing, speaking, moving, and/or remembering through the California Telephone Access Program (CTAP) and the California Relay Service (CRS), respectively. With 90+ employees, CCAF supports over 725,000 Deaf and disabled constituents across the State of California and hundreds of nonprofits and community-based organizations.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Initial point of contact for employees on HR related questions.
- Explain company policies and procedures and benefit plans to employees and job applicants.
- Manage sensitive and confidential information pertaining to employees and company.
- Compile and prepare reports and documents as needed, including ADP Workforce Now reports.
- Prepare and process employee status change forms and communicate those changes to the Payroll/Finance team.
- Support hiring team with coordination of phone screens and in person interviews.
- Coordinate and process background checks, pre-employment screenings, and physical exams.
- Prepare and assist with new hire orientation and process related paperwork.
- Prepare and assist with benefit orientations and open enrollment; enroll employees in company sponsored plans.
- Conduct timely reconciliation of monthly benefit invoices, investigate and resolve discrepancies and maintain supporting documentation.
- Process requests for leaves of absence in a manner consistent with federal and state laws and regulations and CCAF policy, including FMLA, CFRA, PDL, and others.
- Manage worker's compensation claims until closed, coordinating FMLA/CFRA if required.

## **QUALIFICATIONS**

### **EDUCATION**

- Bachelor's Degree in human resources, business, or related field is preferred; or an equivalent combination of education and experience.
- PHR, SHRM-SCP, or other HR certification preferred.

### **WORK EXPERIENCE**

- Two to five years' experience in an HR-related support or generalist capacity (e.g. benefit administration, recruitment and onboarding, leaves of absence, workers' compensation, or employee relations).
- Experience working with a non-profit serving the elderly and/or disabled population is a plus.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Professional and friendly demeanor with the ability to build strong relationships.
- Proven ability to consistently and positively contribute in a fast-paced, changing work environment; with the ability to prioritize multiple functions, tasks, and deadlines.
- Highly organized, detail-oriented, and possess outstanding follow-through skills.
- Strong knowledge of employment-related California laws and regulations, as well as Federal and local jurisdictions.
- Knowledge and understanding of leave administration including FMLA, CFRA, ADA, and workers' compensation.
- Familiarity with employee benefit plans.
- Passionate about Human Resources.
- Proven experience, knowledge and ability to navigate HRIS and applicant tracking systems. ADP Workforce Now is desired.
- Intermediate or higher proficiency with Microsoft Office tools; Outlook, Word, Excel, and PowerPoint.
- Ability to understand, read, write, and speak English fluently.
- Excellent written, verbal, and interpersonal communication and presentation skills, with ability to write routine reports and correspondences.
- Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Knowledge of invoice processing.
- Ability to work well both independently/self-directed and as part of a team.
- Strong sense of urgency and highly adaptable to a fluid and ever-changing work environment.
- Accuracy with a strong attention to detail.
- Effectively maintain confidentiality with highly sensitive data and information.

## **TO BE CONSIDERED**

Applicants are strongly encouraged to review the complete job description at [www.ccaf.us/employment](http://www.ccaf.us/employment)

To apply for this position, please follow the link to our job page on Indeed.com at <https://indeedhi.re/3DdhboF>, click the "**Apply Now**" button, respond to the questions, and paste your resume and cover letter (required) where indicated. Successful applicant must be able to pass a background check.

To learn more about the California Communications Access Foundation visit us at <http://www.ccaf.us/>.

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*