

CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION JOB DESCRIPTION

JOB TITLE: Human Resources Coordinator
DEPARTMENT: Human Resources and Administration
REPORTS TO: Human Resources Manager
FLSA STATUS: Non-Exempt
REVIEWED BY: Jo Ann Nelson and Sue Carlson Lim
REVIEWED DATE: May 2021

SUMMARY

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

HUMAN RESOURCES COORDINATION

- Initial point of contact for employees on HR related questions.
- Explain company policies and procedures and benefit plans to employees and job applicants.
- Gather, maintain, and file employment documents (physical and electronic) pertaining to hiring, benefits, compensation, leaves of absence, workers' compensation, and employment policies and procedures.
- Manage sensitive and confidential information pertaining to employees and company.
- Compile and prepare reports and documents as needed.
- Support and assist HR team with HR functions and strategies.

HUMAN RESOURCES INFORMATION SYSTEM (HRIS)

- Establish and maintain information within the HRIS system.
- Ensure HRIS, paper, and electronic records are accurate, complete, up-to-date, and stored properly.
- Prepare and process employee status change forms and communicate those changes to the Payroll/Finance team.
- Create reports from HRIS as needed.

RECRUITMENT

- Update applicant tracking system as applicants are screened, interviewed, and hired. Send correspondence regarding candidates resume status as needed throughout the process.
- 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.

BENEFITS

- Prepare and assist with benefit orientations and open enrollment; enroll employees in company sponsored plans.
- Assist employees with understanding information regarding CCAF's benefits and state-mandated plans.
- Conduct timely reconciliation of monthly benefit invoices, investigate and resolve discrepancies and maintain supporting documentation.

LEAVES OF ABSENCE

- 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.
- Ensure employees receive required paperwork within the prescribed timeframes.
- Document and track leaves of absences.

WORKERS' COMPENSATION (WC)/SAFETY

- Distribute and maintain required documents for injured employees.
- Schedule First Doctor Visit for all work-related injuries.
- Report claims to WC carrier in a timely manner.
- Manage WC claim until closed, coordinating FMLA/CFRA if required.
- Maintain Cal OSHA documents for work-related injuries.

OTHER DUTIES

- Support the Mission and Vision of CCAF through the daily performance of job duties.
- Promote and adhere to CCAF's workplace values; Learning, Excellence, Respect, and Compassion.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment, and other CCAF policies and procedures.
- Maintain a commitment to diversity, equity, and inclusion.
- Excellent attendance is essential in this position.
- Provide back-up front desk coverage for the Receptionist.
- Demonstrate a high level of professionalism and discernment in dealing with confidential and sensitive information to include employee relations matters, organizational changes, and planning and protecting the security of information, data, files, and customer information. Escalate matters appropriately to Human Resources management.
- Perform other duties and responsibilities as assigned.

ORGANIZATIONAL RELATIONSHIPS

- Receive regular work instruction from the Human Resources Manager.
- Work and collaborate with other CCAF staff members and management.
- Coordinate with job applicants during the recruitment process.
- Interact as needed with HR vendors and service providers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

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

- Customer Service
 - Professional and friendly demeanor with the ability to build strong relationships.
 - Effectively handle routine and non-routine HR inquires and concerns, know when to escalate to others.
 - 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.
- HR Competencies
 - 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.
- Computer Skills
 - 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.
- Language and Communication
 - 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.
 - Ability to communicate in a second language, e.g. American Sign Language (ASL), is highly desirable.
- Judgement and Reasoning
 - Ability to understand and carry out instructions furnished in written, oral, or diagram form.
 - Ability to identify and analyze problems, weigh relevance and accuracy of information, generate and evaluate alternative solutions and make recommendations.
- Mathematical Skills
 - Perform basic to intermediate mathematical computations, including rates, ratios, and percentages.

- Knowledge of invoice processing.
- Additional Skills
 - Ability to work well both independently/self-directed and as part of a team.
 - Ability to prioritize and plan work activities, use time efficiently, and to handle multiple projects simultaneously to meet deadlines.
 - 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.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment; occasional remote work may be authorized. This position may require occasional travel (automobile, plane, etc.) primarily within the State of California. This role requires extensive computer usage. Regular use of standard office equipment such as keyboard/mouse, phone, all-in-one copier/printer, and filing cabinets is also required.

While performing the duties of this job, the employee is regularly required to:

- Stand, sit, and use hands to finger, grasp, feel (use of computer keyboard and mouse) for prolonged periods of time.
- Walk, climb, balance, stoop, sit, bend, squat, kneel, twist, crouch, and reach with hands and arms while in an office setting.
- Use of speech and hearing to communicate in person, by telephone, video conference.
- Use of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- Occasionally lift or move moderate weight (up to 25 lbs.).

I hereby acknowledge that I have read and understand the content of this job description. I understand that the job description may be revised from time to time in the future by the Company at its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will.

Employee Signature

Date

