

### Position Description

<b>Position Title:</b>	Human Resources Coordinator	<b>Department:</b>	Human Resources
<b>Reports to:</b>	Human Resources Manager	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	June 2019
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	June 6, 2024

### Summary

The primary purpose of this position is to coordinate and assist in the administration of assigned human resources programs under the general supervision of human resources professional and/or management staff. Program responsibilities may include recruitment and selection, employee benefits administration, leave of absence administration, job analysis and classification, compensation, workers' compensation, safety, performance management, training and development, and general human resources administration; and coordinating and serving as a liaison for assigned programs, projects, and activities with internal departments, outside agencies, and the general public.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Coordinates, assists with and supports the administration of Human Resources specific programs, projects and activities as assigned in the areas of: recruitment and selection, employee management, benefits administration, risk administration, and leaves and accommodation administration.
- Recruitment and selection: coordinates recruitment activities to include preparing and posting job announcements, screening applications/resumes, scheduling interviews, administering and overseeing the testing process, conducting employment reference and background checks, negotiating job offers, preparing offer letters, initiating the on-boarding process, and preparing and conducting new hire orientations.
- Employment administration: duties may include processing all personnel actions such as new hires, promotions, leaves of absence, terminations, resignations, and retirements, coordinating employee exit process, responding to employee and retiree inquiries, assists with or administers special human resources programs such as the Department of Motor Vehicle (DMV) Pull Notice, bilingual, performance management, and education assistance, training and development, and tuition reimbursement programs.
- Benefits administration: coordinates, assists and supports the administration of multi-tiered employee benefits programs that include plans such as retirement, long-term disability, medical, life, dental, vision, employee assistance program, open enrollment; recommends process improvements and to ensure compliance with regulatory requirements.
- Risk administration: supports the administration of the workers' compensation program including entering claims; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to claimants, attorneys, and workers' compensation carrier; assists employees in resolving issues related to workers' compensation, safety, and health; maintains accurate databases; prepares reports and other related documentation.
- Leaves and Accommodation administration: supports coordination of leave of absence programs ensuring legal compliance, reviews leave of absence requests and makes recommendations and

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develops employer response, interprets human resources policies and procedures with regards to benefits and paid and unpaid time off options for employees, educates employees and managers on policy and legal compliance regarding leaves of absence, and administers leave timekeeping.

- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Composes, types, edits, and proofreads a variety of human resources documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department management and staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Maintains and trouble-shoots the Human Resources Information System (HRIS) database; prepares and maintains employment files in accordance with state and federal requirements.
- Prepares a variety of labor reports and correspondence and provides support for employee and labor relations activities; interprets personnel policies and procedures, and memorandum of understandings; may work with management or assist in the resolution of grievances, disputes, to resolve employee performance and conduct issues.
- Coordinates with temporary agencies and supervisors in the placement of temporary workers for short-term assignments and follows up with supervisors to ensure the temporary worker is providing the necessary skill set; receives, codes, and processes monthly temporary agency invoices for approval and payment; may negotiate buy-out of contract and/or direct hire fees.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

## **QUALIFICATIONS**

### **Education and/or Experience**

*Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

An associate degree in human resources management or related field; and two (2) years of increasingly responsible experience administering or supporting the administration of human resources programs.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.



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### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

**Advancing Inclusivity and Leveraging Diversity:** Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer/Client Service:** Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Integrity:** Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

**Job Knowledge and Skill:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively including recruitment and selection, classification, compensation, benefits administration, leave of absence administration, performance management, safety, and/or worker's compensation, in addition to performing a variety of record-keeping, administrative, and technical support activities. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and involving frequent contact with staff and the public, as well as performing various research functions. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and function with a high degree of independent judgment and initiative.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

**Technical Skills:** Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.



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#### Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**