



Office Specialist – Human Resources

Job Description

Department: Human Resources Management
Position: Career Service
Grade: 501
Supervisory: No
Reports to: Benefits and Engagement Manager

Summary

Under general guidance and direction of the Benefits and Engagement Manager, provides administrative support of day-to-day human resource operations. Provides first-contact customer service and performs clerical and office support duties to expedite day-to-day operations of the Utah County Office of Human Resources Management.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Answer phones for the Department of Human Resources (HR); receive, screen, and direct incoming phone calls using a multi-line phone system.
2. Provide superior customer service; assist visitors and callers; provide information and direct them in correct processes; provide initial response to questions, complaints, or problems following established communications and information sharing policies, practices, and procedures.
3. Interact with and supply information to job applicants, employees, department heads, and public and private agencies.
4. Create recruitment folder within one (1) week of recruitment start date.
5. Create registers and/or addendums and list eligible applicants for selection as requested by talent management.
6. Assist in preparing interview materials and scheduling, as assigned.
7. Administer in-house typing tests, as needed.
8. Ensure timely completion and accuracy of new hire paperwork; verify I-9 documents; coordinate applicant drug screening and background checks; disburse additional background packets according to type of position and established procedure.
9. Prepare file and report new hires to Division of Workforce Services bi-weekly.
10. Act as initial contact for new hires.
11. Direct employees and supervisors to department subject matter experts regarding HR policies and procedures.

For Office Use Only

Job Code: 6802

Job Title: Office Specialist – Human Resources

FLSA: Non-Exempt

Effective Date: 8/4/2020

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

12. Perform office support duties; send and distribute mail; maintain office supplies; copy and bind orientation packets.
13. Facilitate transition to paperless systems; maintain systems, as needed.
14. Maintain high standard of confidentiality of employee records and information.
15. Create and maintain County-wide employee personnel files; ensure proper filing of applications, personnel actions, and benefit and payroll forms; pull files of terminated employees and prepare them for scanning and subsequent shredding according to retention schedule; keep all filing up to date on a weekly basis.
16. Provide copies of file contents according to policy, GRAMA, or court order and ensure files are only accessed by authorized persons.
17. Respond to verification of employment requests; complete verification of employment forms and respond to requests for employee payroll or position information according to policy.
18. Provide clerical and operational support to HR staff, as needed.
19. Make recommendations for modification to programs, as needed.
20. Exemplify the desired culture and philosophy of the organization.
21. Work effectively as a team member with the other members of management and the HR staff.
22. Other duties as assigned.

Competencies

1. Communication
2. Critical Evaluation
3. Relationship Management
4. Ethical Practice
5. Maintaining Confidentiality
6. Customer Service

Knowledge, Skills, and Abilities

- Knowledge of basic office practices
- Skilled in Microsoft Office Suite
- Skilled in basic reading, writing, and math
- Ability to maintain cooperative working relationships with others in the workplace and the public
- Ability to communicate effectively verbally and in writing
- Ability to create and maintain files, records, and reports
- Ability to make decisions free from personal bias
- Ability to maintain confidentiality
- Ability to work effectively under pressure
- Ability to type accurately and at an acceptable rate, based on job duties

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Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work requires frequent contact with the public and employees which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. The noise level in the work environment is usually moderate.

Physical Demands

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift office supplies up to twenty (20) pounds. Employee may occasionally drive a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. This position works Monday through Friday between 8:30 a.m. and 5:00 p.m. There may be some flexibility, with prior authorization, to flex work time within the week. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. One (1) year of office/clerical support experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with experience in an HR office environment.
2. Preference may be given to applicants who have a documented typing speed at or above the rate of thirty-five (35) WPM net.

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Additional Eligibility Qualifications

1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

Director – Human Resources _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

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