

## HUMAN RESOURCES & ADMINISTRATIVE ASSISTANT

<b>Department:</b> Administration	<b>Location:</b> Administrative Office
<b>Grade/Classification:</b> Grade 6	<b>Date:</b> 7/2021

### **DEFINITION:**

Administrative, reception, and human resources duties, with a focus on customer service, in supporting the effective and efficient operations of human resources and the organization.

### **DISTINGUISHING CHARACTERISTICS:**

Required knowledge of customer service, administrative, clerical, recordkeeping, and digital platform duties in accordance with well-defined procedures with some independent judgement required in handling complaints and solving problems.

Fields inquiries from the public, including businesses, institutions, organizations, and the general public and crafts responses and conducts interactions that require a sophisticated degree of judgment, courtesy, and tact.

Performs responsible duties in accordance with established human resources procedures and practices.

### **SUPERVISORY CHARACTERISTICS:**

Works under the supervision of the Director of Administration.

### **EXAMPLES OF WORK PERFORMED**

#### **General Administration:**

Answers inquiries from the general public, including providing routine information and information on CSWD programs and non-District solid waste management options in person, over the phone, via e-mail, or mail. Directs sector-specific inquiries or requests for assistance to the appropriate Outreach Coordinator and directs complaints to appropriate manager.

Updates the phone message tree as needed to reflect holidays, emergency closures, and other changes in CSWD operations.

Processes and routes all daily mail. Copies and collates outgoing mailings including all board packets, finance packets, annual budgets, and other bulk mailings as requested.

Coordinates Board of Commissioners appointments with city/towns, distributes new board member orientation and schedules tours, collates and prepares all board/committee packets, and updates board lists.

Member of the CSWD Wellness Team and is the primary member to plan, coordinate, educate, encourage and distribute information to employees.

Coordinates the annual United Way Campaign, the CSWD annual gatherings, and employee anniversary letters and gift cards.

Responsible for annually creating holiday schedules and holiday signs for all facilities.

Keeps track of federal and state posting requirements and copies and distributes to CSWD facilities.

Maintains current certificates of insurance including working with managers to ensure filing and contacts vendors to request certificates of insurance.

General knowledge of programs including Microsoft Office suite, Access, and ability to accurately enter data into a database and generate defined reports.

Responds to or directs incoming customer service requests from CSWD social media accounts, the [info@cswd.net](mailto:info@cswd.net) email account and inquiries submitted via the website.

Familiar working with Wordpress, Hootsuite and social media platforms (Facebook, Instagram, Twitter)

Posts and purges defined content on CSWD.net, including but not limited to:

- Board packet materials
- Calendar updates (holiday and overall calendar)
- Holiday and other banner announcements
- Content changes to web pages

Monitors, updates and maintains digital listings, including but not limited to:

- Google Business listings
- Yahoo listings
- Google and Apple Maps listings

Manages inventory of print collateral—brochures, stickers, posters, etc.—and communicates reorder needs to Marketing Manager.

Responds to requests for print materials and refers requests to Outreach Coordinators as appropriate.

Keeps reception and main areas organized and presentable and including maintaining kitchen and board meeting supplies and orders lite fare for the Board meetings.

Errors could result in monetary loss to the District; confusion and delay; and a decreased level of services.

Has access to confidential records including confidential board packet enclosures and opening and distributing confidential documents sent by mail to the appropriate persons, as well has access to personnel files.

Assists all departments with various projects as requested and performs all other work as assigned.

#### **Human Resources:**

- Answers frequently asked questions from applicants and employees relative to standard policies, benefits,
- hiring processes, etc.; refers more complex questions to Director of Administration.
- Maintains the integrity and confidentiality of human resource files and records.
  
- Performs periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately.
- Maintains accurate and up-to-date human resource files, records, and documentation.

- Provides clerical support to the HR department.
- Acts as a liaison between the organization and external benefits providers and vendors, which may include health, disability, and retirement plan providers.
- Conducts or assists with new hire orientation.
- Assists with planning and execution of trainings, and special events such as benefits enrollment, organization-wide meetings, employee recognition events, holiday parties, and retirement celebrations.

**ESSENTIAL DUTIES:**

Must have a dependable attendance record due to the nature of this position.

Ability to answer a multi-line telephone system in a polite, efficient, pleasant and professional manner.

Ability to edit documents for spelling and grammar as requested.

Ability to proficiently operate a computer including a computerized accounting system.

Ability to communicate effectively with good verbal and written skills.

Ability to function under pressure and meet deadlines while maintaining a cheerful and helpful attitude.

Ability to operate a variety of office machines including but not limited to personal computer, calculators; copy machines; postage machine; fax machines; and other equipment as may be required.

Ability to perform basic navigation of Wordpress or other CMS web platform and digital communications platforms such as Front Porch Forum, Facebook, Twitter, Instagram, TikTok and others that may be developed.

**WORKING CONDITIONS:**

Minimal physical effort with occasional light to moderate physical effort in carrying, lifting, or moving incoming packages and cleaning out and organizing common areas.

Must have transportation available to deposit money in bank, run errands, and deliver mail.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.

Excellent verbal and written communication skills.

Ability to work effectively with the general public, vendors and department personnel in a fast-paced environment.

Working knowledge of Microsoft Office Suite or related software and proficient with or the ability to learn human resource information system (HRIS), and similar computer applications.

Ability to understand and follow written and oral instructions.

Excellent organizational skills and attention to detail.

**RECOMMENDED MINIMUM QUALIFICATION**

Associates degree in human resources or communications with two years' experience in work involving either, including experience in an office setting, dealing with the general public; or any equivalent combination of education and experience.