

HUMAN RESOURCES & ADMINISTRATIVE ASSISTANT

Department:	Administration	Location:	Administrative Office
Grade/Classification:	Grade 6	Date:	8/2024

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 on CSWD programs and 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 routes calls to appropriate staff.

Responsible for updating information on the Nextiva phone software application including the phone message tree, holidays, emergency closures, and other changes in CSWD operations.

Processes and routes all daily mail. Copies and collates all outgoing mailing.

Coordinates Board of Commissioners duties, including appointments with city/towns, distributes new board member orientation information, schedules tours, assists with board packet preparation, updates board lists, and confirms that all board related information is correctly and updated on CSWD's website in accordance with the Open meeting Law.

Assists with Board meeting preparation, attends and takes meeting minutes as needed.

Lead CSWD Wellness Team, who plans events, scheduling activities, and distributing information to employees. Responsible for coordinating committee meetings, setting agendas, and actively researching and suggesting ideas improvements to the program.

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

Creates holiday schedules for review and distribution and makes holiday signs for Admin and other facilities as requested.

Responsible for purchasing general office supplies for the Administrative Office and other departments as requested.

General knowledge of programs including Microsoft Office suite, 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 email account and inquiries submitted via the website.

Familiar working with WordPress, Sprout Social 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

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 Information.

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 Director of Administration.
- Acts as a liaison between the organization and external benefits providers and vendors, including health, dental, vision, 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.
- Keeps track of federal and state posting requirements and copies and distributes to CSWD facilities.

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 excellent 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 computers, calculators, copier, postage machine 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, 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 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 support the district mission to reduce and manage the solid waste generated within Chittenden County in an environmentally sound, efficient, effective, and economical manner.

Demonstrates District values to work safely, encourage innovation, support & inspire, communicate openly & effectively, be transparent with activities and policies, demonstrate integrity, deliver results, and be respectful.

Ability to work independently and be organized and self-motivated.

Excellent organizational skills and attention to detail.

RECOMMENDED MINIMUM QUALIFICATION

Associate 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.