

## HUMAN RESOURCES COORDINATOR

### I. ESSENTIAL FUNCTIONS AND PURPOSE (Job Description)

This position is the first point of contact for general HR-related inquiries in the Norfolk HR office. This position is cross-trained on data entry and maintenance in HR Information Systems (i.e., PeopleSoft, Costpoint and PSW Fidelity). This position scans and maintains data entries into Laserfische document management system. This position maintains leave management tracking (i.e., FMLA, STD, LTD and Workers' Compensation), including coordination with Third Party Administrators and reporting to HR Management. This position is responsible for handling Human Resources sensitive and confidential data such as Confidential Human Resources Information and Sensitive Personal Information, including but not limited to employee relations data and payroll organizational changes. The position requires the protection and security of the information, data and files. This position requires originality, with some latitude for unreviewed decision making. Errors in work or actions may significantly affect the immediate organizational unit or project or facet of business activity.

### II. POSITION DEMANDS (Education/Training)

Typically has BA / BS with 2 – 3 years of HR experience or AA with 5 years of HR experience or High school diploma or equivalent with 10 years of HR experience. PHR or SHRM-CP preferred.

#### POSITION DEMANDS (Required Experience)

- Proficient in the use of various programs including Microsoft Office Products, PeopleSoft, Costpoint and Laserfiche, or their equivalents.
- Proficient in the use of a variety of general office equipment and skilled at typing at a speed necessary for successful job performance.
- Must have knowledge of corporate policies and State and Federal privacy and security laws related to records.
- Must have basic understanding of the principles and procedures of human resources administration.
- Must be able to communicate clearly and concisely, both orally and in writing, and exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
- Ability to respectfully respond to requests and inquiries from staff and the general public in person and over the telephone.
- Ability to analyze and resolve problems in a logical and effective manner.
- Ability to manage important and complex records and maintain confidentiality.
- Ability to interpret, apply and explain applicable rules and regulations.
- Must be detail oriented.
- Must be able to understand and follow oral and written instructions.
- Ability to maintain accurate records and files.
- Ability to simultaneously manage multiple job assignments.
- Excellent verbal and written communication skills.

### III. PHYSICAL REQUIREMENTS

<input checked="" type="checkbox"/>	Carrying	<input checked="" type="checkbox"/>	Lifting	<input checked="" type="checkbox"/>	Walking
<input type="checkbox"/>	Climbing	<input type="checkbox"/>	Pulling	<input type="checkbox"/>	Must be able to go on vessels
<input type="checkbox"/>	Crawling	<input checked="" type="checkbox"/>	Sitting	<input checked="" type="checkbox"/>	Visual Requirements:
<input type="checkbox"/>	Crouching	<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	Other:
<input checked="" type="checkbox"/>	Hearing	<input checked="" type="checkbox"/>	Stooping		
<input type="checkbox"/>	Kneeling	<input checked="" type="checkbox"/>	Talking		

### IV. WORKING RELATIONSHIPS

This position reports to the Human Resources Manager and interacts with employees at all levels of the organization. This position has no direct reports.

### V. PRINCIPAL RESPONSIBILITIES

- Greets visitors to the Norfolk HR Office and is first point of contact for general HR-related inquiries. Ensures inquiries are timely answered and directed to the appropriate HR team member as needed.
- Cross-trained on and co-responsible for data entry and maintenance in HR Information Systems (i.e., PeopleSoft, Costpoint, and PSW Fidelity).
- Prepares and maintains leave management tracking reports (i.e., FMLA, STD, LTD and Workers' Compensation), including coordinating with Third Party Administrators and reporting to HR management on a timely basis.
- Prepare, process, maintain and control personnel documents, status changes, correspondence, and reports in Laserfiche.
- Maintain electronic file for all memos and documents.
- Prepare weekly, monthly, and annual reports.
- Keep employee file records up-to-date by handling changes in employee status in a timely manner, with appropriate approvals documented.
- Respond to various queries from managers, employees, and outside agencies.
- Maintain current detailed written procedures on all duties and responsibilities.

### VI. ACCOUNTABILITY

Accountable to the Director of Human Resources and Human Resources Manager for handling Human Resources sensitive and confidential data such as Confidential Human Resources Information and Sensitive Personal Information while protecting the security of information, data and files.

### VII. UNIQUE/ADDITIONAL REQUIREMENTS

Regular, reliable attendance on-site is essential function of the job. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to focus. While performing the duties of the job, the employee is regularly required to sit, use hands to fingers, handle or feel objects or controls, stand for extended periods of time, and to talk and hear. The noise level in this environment is usually moderate.