

POSITION DESCRIPTION

POSITION TITLE: Human Resource Assistant

REVISED: June 2021

FLSA CLASSIFICATION: Non-exempt

SUPERVISOR'S TITLE: Human Resources Department Manager

POSITION PURPOSE

The Human Resource Assistant is responsible for administration and coordination of specific human resource, payroll and benefit functions focused on customer service, employee maintenance and Tier 1 HR functions for Tilson Worksite Employees. This includes assisting with communications to employees, providing support to the Human Resource team, including facilitation and coordination of communication between other operational teams (HR and Payroll) and clients.

ESSENTIAL FUNCTIONS

Essential functions include the following. Other duties may be assigned.

- Administer the employee maintenance process from receipt of the information to the entry into the HRIS; follow-up with the employee to address any questions or concerns related to such changes
 - Communicates frequently with operational team members (HR and Payroll) regarding operational issues and elevates concerns and feedback via appropriate channels
 - Monitor Tool Kit tickets and assigned queues (phone, Benefits/Payroll/HR email inbox and ticket) and act upon tickets, requests and inquiries as directed
- Assists the operations teams (HR and Payroll) with day-to-day functions, including client communication and follow-up (i.e. collection of information, follow-up on documentation)
 - Utilizes Tilson Tool Kit ticketing system, as needed, for tasks and documentation purposes
 - Assists with managing the main in-bound phone line for Tilson and backs up Receptionist
 - Facilitates LiveChat, telephonic, and email assistance to worksite employees to answer questions and resolve issues
- Administers unemployment claims process, researches and responds to claims; contacts clients for documentation; schedules witnesses; and, coaches the client to participate in hearings.
- Assists in the administration of worker's compensation injury for reporting for clients.
- Manages the pre-employment screening processes for clients.
- Assists in the administration of leave of absence documentation and tracking, (FMLA, non-FMLA, military, intermittent, Worker's Compensation, short-term and long-term disability).
- Manage the new hire reporting to the various states, as assigned
- Actively participate in establishing and monitoring own goals and objectives related to department and company initiatives and professional development; monitor and self-report stated goals on regular frequency, adjusting project plans as needed to meet established goals

QUALIFICATION REQUIREMENTS

EDUCATION AND/OR EXPERIENCE:

- Associate's Degree required. Bachelor's Degree desired, preferable with Human Resources as major emphasis and/or commensurate experience in performing the essential functions of the role.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to effectively communicate in English with both internal and external customers, including but not limited to colleagues, supervisors, management, clients, client employees, business partners, etc.
- Bilingual Spanish speaking preferred
- Above average attention to detail necessary.
- Organize, plan and prioritize work for timely and accurate completion.
- Ability to work on multiple projects simultaneously with frequent interruptions.
- Independently manages projects and recurring tasks to ensure accurate and timely completion.
- Mathematical skills to understand financial calculations and conduct computations as needed.

TECHNICAL/COMPUTER SKILLS:

- Ability to effectively use email (MS Outlook) and MS Office software programs as necessary.
- Ability and willingness to effectively use other job-related technology tools, including but not limited to:
 - Image scanners, fax machines, and photocopiers.
 - Multi-Line Phone System.
 - Tilson Tool Kit.
 - HRIS system.
 - LiveChat messaging.

PHYSICAL DEMANDS:

- Ability to stand under 1/3 of the time
- Ability to walk under 1/3 of the time
- Ability to sit over 2/3 of the time
- Ability to talk or hear from 1/3 to 2/3 of the time
- Ability to lift 20 lbs. under 1/3 of the time

WORK ENVIRONMENT:

- The work environment is that of a fast-paced professional office with minimal to high noise levels and moderate temperatures.
- This position requires working independently, as well as part of a team.
- This position requires verbal and face-to-face contact with others on a daily basis.
- Frequent use of a computer, general office equipment, and/or personal device (e.g., cell phone, tablet) is necessary.
- The position requires client information be maintained appropriately confidential.

The essential duties, knowledge, skills, abilities, work environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please read carefully and check one of the choices below:

- I have reviewed the job description above. I can perform all of the essential functions of the job.
- I have reviewed the job description above. I can perform all of the essential functions of the job with the following reasonable accommodations:

Print employee name: _____

Employee Signature: _____

Supervisor Signature _____

Date: _____