

MASTER SPECIFICATION

JOB INFORMATION

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|---------------------|---------------------------------------|
| Date: | 10/17/2017 12:48:58 PM |
| Official Title: | Human Resources Representative Master |
| System Affiliation: | |
| Employee Category: | |
| Pay Grade: | Pay Grade 5 |
| Scheduled Hours | |
| Job Code: | 323408 |
| Job Family: | Human Resources/AA |

JOB SUMMARY

The Human Resources Representative provides daily administration and support for an institution's employment, compensation, benefits, performance management, employee/labor relations, or other human resource functions.

NATURE OF WORK

This position functions as the first of two levels of Human Resources Representative. The Human Resources Representative is an entry-level professional position in a central human resources department at institution, assigned to a specific functional area such as benefits, employment, classification/compensation, training and development, medical management or employee relations. This position is primarily responsible for assisting the director or manager of the unit in both day-to-day operational needs and provision of HR services as well as in planning goals and strategies for supplying HR services to the institution's employee community. Job responsibilities require knowledge of human resources policies and procedures and, more importantly, their application in the day-to-day working environment. Work is performed, under immediate supervision, within guidelines or traditional practice. This position exercises some judgement in prioritizing, and organizing own work within time, process, and results requirements; has some flexibility to modify work flow based on need and circumstances. Problems and decisions faced in this position address non-routine questions and situations, often requiring investigation and/or research of precedents. Errors could easily result in moderate costs, inconveniences, and disruption of services within the affected area.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Performs daily operational and administrative support for human resources business processes coordinated through the central HR offices, or on a regional campus.

Provides assistance, routine guidance, and follow-up to client departments, employees, and/or members of the general public in the application of specified policies, procedures, and documentation.

Advises staff and the public on policy and procedure matters, diagnoses client needs, and recommends actions based on the situation.

Responds to and initiates inquiries (questions regarding HR policies, procedures, job opportunities, advertising, etc.), independently resolving problems whenever feasible.

Reviews and verifies incoming and outgoing documentation for completeness, accuracy, and compliance with university HR policies and procedures.

Processes transactions using appropriate paper forms and business systems.

Ensures that all assigned HR administrative functions are handled in an accurate and timely manner.

Composes and/or prepares correspondence, memoranda, promotional materials, forms, newsletters, web pages, manuals, and reports using appropriate word processing, spreadsheet and other tools.

Audit data integrity on the HR system, and in other automated and paper records, to ensure employee data is accurate.

Performs other job related duties as assigned.

Additional Responsibilities

May perform basic statistical calculations on data for reports and presentations.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

| <i>Education Level</i> | <i>Field of Study</i> | <i>Req</i> | <i>Pref</i> | <i>And/Or</i> |
|------------------------|--|------------|-------------|---------------|
| Bachelor's degree | Human Resource Management, Business Administration, Communications, Public Administration, or another directly related field | X | | |

Additional Experience

[Check here if experience may substitute for some of the above education and describe how.](#)

X

Work Experience

| <i>Experience</i> | <i>Experience Details</i> | <i>Req</i> | <i>Pref</i> | |
|-------------------|-----------------------------|------------|-------------|--|
| 1 year + | Directly related experience | X | | |