

3. Coordinate and support the timely completion of faculty, classified staff, and administrator performance evaluation processes; deploy student surveys and 360-degree surveys; facilitate distribution of survey results and faculty evaluation website posting, track completion of process steps and accurate completion of survey request forms in accordance with established deadlines under the appropriate policy, procedure, collective bargaining agreement, or working conditions manual.
4. Assist with HR systems management, including the district enterprise resources planning system (Workday), evaluation survey system, SharePoint setup/maintenance, vendor systems, form updates, system account creation, system user training, and troubleshooting; submit tickets for system support; make recommendations for system improvements.
5. Coordinate the associate faculty Scheduling Priority process; review and verify documentation to ensure scheduling priority data are accurate and established criteria are met; explain the application of criteria in response to questions by applicants; communicate status and outcome to applicants and departments.
6. Respond to job portal questions from applicants; troubleshoot applicant and end user issues and problems encountered in the use of applicant tracking systems.
7. Support recruitment processes by assisting with direct outreach to potential applicants at other colleges and institutions; assist with annual renewal of job postings in the applicant tracking system; assist with generating employment contracts for non-tenured faculty, administrators, and professional experts and monitor their return.
8. Provide difficult and responsible administrative support for the Director or supervisor and Human Resources Department operations; coordinate and participate in department administrative support operations and programs with a significant degree of independence; monitor department budgets; purchase supplies and materials according to established guidelines; input data to prepare and process purchase requisitions, purchase orders and check requests; verify sufficiency of budget and other data and process invoices for payment; process personnel requisitions; prepare and enter travel requests and reimbursements for staff travel, ensuring accurate cost allocations in systems; enter new vendor information in Workday.
9. Respond to questions and concerns from district personnel, applicants, retirees, and the public in person and by telephone and email regarding human resources department policies, procedures, programs and services; answer inquiries about vacancies and requirements for employment; escalate questions, inquiries and technical issues to department staff as appropriate.

10. Using standard office software, compose and/or type memoranda, correspondence, reports, agreements, contracts, materials, presentations, spreadsheets, forms and other documents; coordinate mass mailings; may take meeting minutes.
11. Create, develop, maintain and update specialized and custom forms, databases, logs, files, records and reports; design, develop and maintain spreadsheets and databases requiring data interpretation and manipulation.

As assigned to benefits:

12. Support the administration of employee benefits programs, including health insurance, dental, vision, life insurance, retirement plans, wellness programs, and other district sponsored benefits. Maintain accurate employee records, ensuring compliance with regulations, reporting requirements, and audits. Process benefits claims, reimbursements, and coordinate with insurance providers to resolve any issues.
13. Prepare benefits-related communications, including open enrollment materials and benefits summaries; assist with benefits enrollment, changes, and terminations; respond to employee and retiree inquiries regarding benefit eligibility, coverage options, and claims processes. Track and report on benefits-related data, such as participation rates and claims activity. Refer identified issues for further review by supervisor.

OTHER DUTIES:

1. Collect relevant records and respond to subpoenas and public record requests; seek appropriate guidance and approval if needed.
2. Provide backup and assistance to other department staff as needed.
3. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Human resource policies, procedures, practices and legal and bargaining agreement requirements at a level necessary to carry out assigned responsibilities.
2. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
3. Modern office practices, procedures and equipment including computers and applicable software programs.
4. General features and functionalities of human resource management systems and their use at a level necessary to carry out assigned responsibilities.
5. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

6. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
7. Safety policies and safe work practices applicable to the work.

ABILITY TO:

1. Understand, interpret, explain and apply policies, procedures, legal requirements, bargaining agreement provisions and other information pertaining to assigned areas of responsibility.
2. Analyze situations accurately and adopt effective courses of action.
3. Establish priorities and work effectively and independently with a high degree of attention to detail in a fast-paced environment involving competing priorities.
4. Learn and utilize multiple complex human resource information systems effectively to carry out assigned work responsibilities.
5. Prepare and maintain accurate and complete files and records.
6. Perform specialized data entry rapidly and with a high degree of accuracy.
7. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
8. Maintain confidentiality of district and personnel files and records.
9. Communicate effectively, both orally and in writing.
10. Understand and follow written and oral instructions.
11. Operate a computer and standard business software.
12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
13. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent and at least three years of administrative support experience, preferably involving human resources administration activities; or an equivalent combination of training and experience. An associate degree is preferred.

LICENSES AND OTHER REQUIREMENTS:

NA

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

May provide work direction on a specific project to student employees and temporary staff.

CONTACTS:

District administrators, faculty, staff, students, applicants and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; occasional evening, weekend and/or holiday hours are required on an as-needed basis.