Westmont College

Human Resources Assistant
Human Resources

Position Summary: Under general supervision, performs a variety of responsible and complex technical and administrative duties relating to HR functions and programs including in the areas of: recruitment; orientation; workers compensation; benefits administration; classification and compensation and employee relations; and provides information and assistance to College employees and the public regarding human resources activities.

Qualifications: Requirements include: College degree; minimum of one year experience in Human Resources, or related education or training that provides the required knowledge and skills; ability to multi-task with accuracy with developed problem solving skills; ability to serve the needs of others while maintaining sharp focus on details and deadlines in an environment characterized by frequent interruption; demonstrated effectiveness in working independently and in a team environment; developed oral and written communication skills; demonstrated technical skills using MS Office suite including Access; ability to establish and maintain cooperative relationships with others; ability to maintain a warm and professional manner with a positive employee relations and customer service mindset; maintain the highest level of integrity with the ability to work with sensitive and confidential information. Also requires excellent interpersonal skills using tact and diplomacy; able to communicate complex information effectively; ability to plan, organize, and complete assignments without close supervision within deadlines.

Responsibilities:
- Serves as the initial contact for both internal and external customers, appropriately responding to their needs directly or referring individuals or issues to others. Serve as a resource to employees, students, applicants and communication contacts; troubleshoot, research answers, and communicate effectively.
- Works with the Human Resources department as a team to execute key HR programs/goals such as talent management, performance development, reward and recognition programs, and streamlining processes.
- Prepares documentation for new hires and changes in pay, status and benefits. Manages the HRIS system, maintains data and produces reports. Applies technical software expertise to create and maintain data. Maintains HR analytics.
- Provides support such as: drafting correspondence and reports; arranges interviews and meetings; answers and directs calls; processes confidential documents; departmental mailings & accounting transactions; maintains information retrieval system to ensure timely follow up; uses discretion and judgment in prioritizing tasks and requests.
- Anticipates, identifies and assists in the resolution of issues requiring immediate response.
- Coordinates details for and aspects of onboarding. Coordinates logistics and materials for committees and meetings.
- Uses sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
- Effectively interprets College policy to promote understanding and clarification and to ensure consistency of practices.
- Supports recruitment by updating position descriptions, placing job announcements and advertising for open positions.
- Coordinates the recognition and service award process. Distributes awards on a quarterly basis.
- Maintains the departmental websites using Contribute.
- Coordinates logistics and plans for two large special events each year.
- Completes claims for Workers’ Compensation.
- Gathers data and prepares reports; conducts research; completes surveys as requested. Responds in a prompt and helpful way to requests for assistance and information such as questions regarding the employment process and employment verifications.
- Participates in staff meetings as well as training and seminars and professional development opportunities.
- Completes claims for Workers’ Compensation.
- Gathers data and prepares reports; conducts research; completes surveys as requested. Responds in a prompt and helpful way to requests for assistance and information such as questions regarding the employment process and employment verifications.
- Participates in staff meetings as well as training and seminars and professional development opportunities.
- Maintains secure and organized files and records.
- React to change productively. Work with manager and peers to improve all aspects of the department in support of HR goals. Support peers and immediate supervisor by anticipating problems, offering solutions and continuously improving the function of the HR department.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Performs other duties as needed.

**Reports to:** Director of Human Resources

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