

COMMUNITIES Unlimited

Position Description

Position:	Human Resource Coordinator
Immediate Supervisor:	CEO
Mission Focus:	Administrative
Location:	Fayetteville

Summary of Position

The Human Resource Coordinator aids with and facilitates the administration of all HR processes at all locations, working with expert HR and Affirmative Action Advisors that provide direction on compliance related decisions. The primary HR function of the Coordinator is to support recruitment/hiring, facilitate the introduction of new staff to the organization, serving as that central point of contact to support a smooth transition and supporting the organization's compliance with Affirmative Action and other Federal contractor requirements. The role includes multiple administrative functions with the HRIS and in other systems (e.g. motor vehicle monitoring system, assignment of training resource licenses). This role provides administrative support to the CEO and serves as the liaison between the CEO and the external HR/AA/Compensation experts.

The Coordinator works with a minimum of supervision in an environment characterized by multiple competing deadlines with project management skills being essential. This position requires a high level of internal and external customer service and an ability to handle individuals that may be in an agitated state in a professional manner while following CU policy guidelines.

Education/Certification Requirements

A Bachelor's degree is required. An emphasis in management, human resource development, human resource management, organizational development, workforce development, training and development or related field is preferred. Must be authorized to work in the USA.

Experience/Skills Requirements

The following are the requirements for this position.

- A minimum of 3 years of experience in a position dealing directly with internal or external customers is required.
- A minimum of 4 years of verified work history that includes human resources. Preference may be given for experience in ADP Workforce Now, Certification as a Human Resource Specialist in ADP Workforce Now, PHR/SHRM-CP or similar certification.
- Proficiency in computer use, including Microsoft Office suite (Outlook, Word, Excel and PowerPoint) is required. Experience with Microsoft 365 cloud-based SharePoint and/or TEAMS may be given preference.
- Strong oral and written communications skills.

Summary of Essential Job Duties

- Maintain the highest level of confidentiality with all information obtained.
- Serve as project manager as assigned. (For example, coordinating customer service evaluation process and facilitating customer service evaluation calls.)

- Facilitate full implementation of Human Resource Information System (HRIS) which will move most process to the cloud using ADP's resources.
- Organize and maintain the master copy of original documents (i.e. policies, handbooks, affirmative action procedures, harassment procedures) and coordinate updates as needed to maintain current information and compliance as relevant.
- Maintain records, manage the flow of documentation and organize filing and archive system to facilitate the expeditious processing and retrieval of information, including paper-based files and in Microsoft Office 365 cloud-based system.
- Schedule and organize complex activities such as conference calls with external funders/partners, other CU team members and the CEO; facilitate video conference calls/webinars; coordinate travel for the CEO and Board of Directors as needed.
- Coordinate annual site visit of the Board of Directors
- Serve as the primary point of contact for internal and external customers.
- Provide high level of customer service, following policy and procedure, maintaining confidentiality, and at times facilitating situations where customers, either internal or external, are upset or dissatisfied.
- Support the identification of staff training needs and resources and/or facilitate training.
- Serve as project manager as assigned.
- Research and resolve any problems, issues, or questions concerning customers
- Maintain working knowledge of and comply with corporate policies, procedure, supervisor direction and contractual compliance requirements.
- Maintain the highest level of confidentiality and security with all information, understanding your obligations in regards to client data, community environmental system data, borrower data, payroll data, HR data, medical information, workman's compensation data, IT data, computer passwords, email account passwords, phone lock codes, etc.
- Accurate and timely submission of time and expenses in compliance with CU policy and supervisor direction, understanding this record in a critical part of CU's compliance with grants and contracts.
- Comply with corporate branding and communication requirements and support corporate communication processes by submitting client stories, securing releases for use of client quotes/images; media capture (photos, videos, etc.) and collaborating with communications staff to promote events, loan closings, community projects and milestones and client businesses.
- Work closely with other staff to prepare and organize CU staff meetings as assigned.
- Represent CU at/facilitate other meetings and events as needed.
- Special projects, and other duties as may be assigned by supervisor.

Tools Used in Job

Computer, internet, smart phone (texting, email, photos, videos, social media, and calls), web-based databases for data-entry, Microsoft Office suite including Outlook, Word, Excel and PowerPoint is required. Use of additional software for project related activities may be required.

Work Environment

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

FLSA Classification: Exempt