

Human Resources Coordinator

Job Description: An employee in this position organizes, coordinates, and implements human resources initiatives, policies, procedures, and systems and performs related work as apparent or assigned. Work involves frequent public contact and is accomplished in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures. Work is performed under the supervision of the Regional Director.

Job Duties

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.

1. Answers human resource information queries, complaints, or problems in person, by phone, and electronically.
2. Maintains confidentiality and privacy of protected information.
3. May assist in recruitment, job advertisements, application screening and interviews for open positions.
4. Coordinates new employee orientation, background investigations, and benefits eligibility.
5. Coordinates employee exit interviews, closes files, cancels benefits, and processes paperwork for terminating employees.
6. Assists with pre-retirement planning and coordinates retirement plan applications for retiring employees.
7. Serves as Plan Administrator and vendor point of contact for all library benefit programs.
8. Maintains employee benefits programs; informs staff of process, coordinates benefits education, ensures staff meet deadlines, manages the preparation of claims, organizes annual benefits open enrollment, and keeps records in accordance with federal, state, and local employment laws and regulations.
9. Investigates and resolves benefits issues for employees.
10. Coordinates employee safety, welfare, health, and wellness programs, including workers' compensation, OSHA, COBRA, and employee assistance program.
11. Coordinates and monitors employee FMLA requests, time usage, and employee issues.
12. Handles employee complaints, grievances, and disputes in accordance with FRL policies.
13. Reviews changes in laws that impact human resource programs and recommends action.
14. Reviews and recommends benefits, health, and safety policies and procedures.
15. Supports organizational goals and objectives by participating in library system and community collaborations.
16. May be required to perform work assignments concurrently.
17. Responsible for maintaining a safe and secure working environment.
18. Evening and weekend work required.
19. Some travel required.

Qualifications

The qualifications listed below are representative of the competencies and training required to perform this job successfully.

Knowledge, Skills, and Abilities:

Human Resources Coordinator

1. Thorough knowledge of human resources functions and procedures (recruitment, onboarding, benefits, and development)
2. Extensive knowledge of applicable laws and regulations at the federal state and local levels.
3. Familiarity with library principles and practices.
4. Familiarity with library circulation, catalog, and Dewey Decimal Classification systems.
5. Ability to plan and organize work, and handle interruptions.
6. Ability to accurately count money.
7. Ability to give attention to detail.
8. Ability to effectively communicate orally and in writing.
9. Ability to effectively work with diverse populations.
10. Possess good interpersonal skills including tact, courtesy, and discretion.
11. Ability to take direction.
12. Ability to use good judgment.
13. Ability to work as a member of a team.
14. Ability to work independently and exercise initiative.
15. Ability to work well under pressure.
16. Ability to use a variety of library equipment and technology.
17. Ability to effectively use various computer applications.

Education and Experience:

1. Associate's Degree in Human Resources or Business Administration or equivalent experience required.
2. Bachelor's Degree preferred.
3. Three years of experience in benefits administration required.
4. One year of customer service experience required.

Physical and Environmental Conditions

These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.
3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.