



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Administrative Assistant – HR  
**REPORTS TO:** Human Resources Manager

**STATUS:** Non-exempt / Non-union  
**RANGE:** 10

**POSITION SUMMARY:** The Administrative Assistant for Human Resources provides primary reception and administrative support to the Human Resources and Safety and Environmental departments' staff. Primary duties include producing correspondence and documentation; FMLA/OFLA leave tracking, maintaining various databases; operating office equipment; scheduling appointments; providing customer service; supporting accounts receivable and accounts payable functions; purchasing/monitoring supplies; records management; and clerical support for special projects. This position works independently with minimal supervision. Performs other duties as assigned.

#### **MAJOR RESPONSIBILITIES**

##### ***Essential Functions***

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Provides confidential administrative support to the HR Manager, Human Resources Analyst, Benefits Administrator, and Safety and Environmental Coordinator with access to data or information of a sensitive or highly confidential nature, including information related to labor negotiations.
5. Communicates with internal and external customers. Helps to identify opportunities to improve customer service.
6. Provides primary telephone and reception support to the HR department. Responds to telephone and in-person inquiries within the scope of responsibility. Screens and directs inquiries to appropriate resources within the HR department and SUB.
7. Processes the daily incoming/outgoing mail.
8. Generate, receive and maintain confidential and sensitive files, information and reports, and ensure security of files.
9. Prepares *Family and Medical Leave Notice of Eligibility, Rights and Designation* letters and tracks the usage of protected leave under the guidance of the HR Manager, HR Analyst and Benefits Administrator.

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10. Processes benefit enrollment, changes and terminations with insurance carriers, FSA Services and in HRIS system under the guidance of the Benefits Administrator. Issues COBRA notices as required.
11. Provides administrative support for the Safety Committee and the Labor Management Committee by preparing agendas, meeting packets and preparing and distributing meeting minutes.
12. Provides administrative support for HR and Safety by preparing and distributing meeting minutes for various meetings.
13. Schedules appointments, coordinates meetings and makes travel and training arrangements.
14. Assists in coordinating company events/meetings, including: room set up; working with vendors; ordering supplies; and other administrative duties.
15. Prepares yearly insurance and post-accident packets for SUB vehicles.
16. Updates database information for Request for Outside Training, OSHA Training, SUB's MSDSonline portal, and vehicle inventory schedules.
17. Assists HR and Safety with record management activities, including: document processing; maintaining personnel and insurance files; maintaining required safety program documentation; weekly department filing; and retention and archiving of various files on an annual basis.
18. Maintains and updates version control records for HR and Safety: forms; job descriptions; procedure and policy manuals. Monitors and maintains adequate supply of printed HR and Safety forms.
19. Prints and distributes SUBTitles. Prepares information packets for: recruitments, new employee orientations, and employee benefit updates. Prepares outside training requests for HR and Safety and other materials as assigned.
20. Assists with keeping the HR and Safety Records Management system updated. Keeps records and files purged according to schedule.
21. Assists or independently prepares various reports and documents for internal or external use.
22. Processes HR and Safety invoices and check requests; ensures accurate coding to budget line items.
23. Provides administrative support for the annual preparation, tracking and documentation of goals for the Productivity Incentive Program.
24. Assists working with vendors for various SUB meetings and employee celebration activities.
25. Purchases and monitors general office supplies; ensures adequate office supplies are available for HR/Safety staff.
26. Assists in monitoring and ordering first aid supplies.

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27. Assists coordinating the middle school and high school career day events
28. Ensures office equipment is operating properly by completing preventive maintenance requirements, trouble shooting and calling for repairs.
29. Maintains valid Oregon driver's license and good driving and safety record.

#### ***Marginal Functions***

30. Communicates facilities service needs to facilities staff and/or their supervisor.
31. Runs miscellaneous errands as needed.

*Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally, or in writing.*

#### ***Attributes***

SUB strives to promote a safe, positive and caring work environment. In addition to the above qualifications, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

#### **OTHERS SUPERVISED**

- None

#### **MINIMUM QUALIFICATIONS**

##### ***Experience***

- Minimum three years of recent administrative support experience, including providing support to all levels of management and staff. Experience in a Human Resources department is preferred.

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### *Knowledge, Skills & Abilities*

- Expertise in the application of basic English in formatting, punctuation, grammar and spelling to produce letters, memos and other correspondence and internal communication
- Intermediate knowledge of modern administrative and general office principles, practices and techniques
- Intermediate knowledge of Microsoft Office applications including Word, Excel, Access, PowerPoint and Adobe Acrobat software
- Accurate keyboarding at a minimum of 50 wpm
- Communicate effectively orally and in writing
- Ability to use tact, discretion and courtesy in interactions with customers and employees when involved in issues of a stressful, sensitive or confidential nature
- Ability to discern what is confidential and sensitive information, maintain confidentiality and ensure security of files
- Proficiency in the operation of all general office equipment, including personal computers, multi-line telephones, fax machines, scanners and copiers
- Understand basic accounts receivable and accounts payable processes
- Organizational skills to manage electronic and paper records and files
- Good analytical, judgment and decision making skills
- Accurately proofread correspondence and other materials
- Ability to manage multiple tasks and competing priorities with minimal supervision
- Effectively manage work time to complete assignments and meet deadlines
- Ability to work independently and/or collaboratively with a team

### *Education*

- High school diploma or equivalent
- Associate's degree in administrative office professional course of study, or equivalent training through progressive work experience and/or college coursework

### **PHYSICAL AND MENTAL REQUIREMENTS**

- **ALERTNESS AND CONCENTRATION:** Able to concentrate on a task over a period of time without being distracted.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions calmly in stressful situations. Interacts well with co-workers. Able to coordinate many tasks at the same time, employing a variety of equipment at the same time.
- **VISION:**
  - **Visual acuity:** Sees adequately to drive a vehicle and operate office equipment.

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- **COMMUNICATION:**
  - Able to listen and understand information and ideas presented through spoken words and sentences.
  - Able to clearly communicate information and ideas in speaking so others will understand.
  - Able to identify and understand the speech of another person
- **WORKER MOBILITY:** Most work may be performed with choice of standing or sitting. Sitting may be beneficial in meetings, which may last up to 2 hours. Can change positions frequently, in and out of office furniture. Must be able to access materials in file drawers and cabinets from ground level up to five feet in height. Must be able to travel within the office environment as well as between offices, occasionally on gravel surfaces. Must be able to independently enter, exit, and drive a passenger vehicle.
- **LIFTING/CARRYING:** Transport materials within and between offices: 0-5 lbs. - often; 11-20 lbs. - occasionally.
- **PUSHING/PULLING:** Open/close filing drawer cabinets and other office furniture.
- **REACHING/HANDLING:** Uses computer, opens envelopes, uses telephone, photocopier, fax machine, stapler, hole punch, etc.
- **CLIMBING:** Not usually required.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, copier and printer chemicals and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses Computer, 10-key, copier, phone, and other office equipment.