



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Human Resources Coordinator  
**REPORTS TO:** Human Resources Manager

**STATUS:** Non-exempt / Non-union  
**RANGE:** 17

**POSITION SUMMARY:** Key responsibilities include recruitment support, processing customer liability claims, maintaining vehicle inventory schedules, HRIS data entry, SUBTitles employee newsletter publication, benefits administration support, new employee orientation and employee celebration activities coordination, HR records management. Provides primary telephone and reception support to the HR department. Assists HR Manager, Benefits Administrator and Safety and Environmental Manager with projects as assigned. Performs other duties as assigned.

#### **MAJOR RESPONSIBILITIES**

##### *Essential Functions*

1. Supports and models behavior to promote the Mission and Core Values of SUB to other employees and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Primary responsibility to support SUB managers in recruitment activities:
  - Timely job postings in compliance to union contract and SUB policies
  - Responds to employment inquires from employees and the community
  - Creates and places on-line, newspaper and/or journal ads
  - Keeps job line current as new jobs are posted
  - Coordinates and schedules interviews and creates interview packets
  - Conducts reference checks
  - Submits background checks
  - Schedules pre-employment drug screens and physicals
  - Processes new employee documentation
  - Sends response letters to applicants when position is filled
  - Coordinates with IT to maintain SUB's website for current job postings
  - Keeps HR Manager and hiring manager informed of recruiting status of open position(s)
5. 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.

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6. Coordinates and serves as editor of the SUBTitles employee newsletter with the Editorial Review Board members and graphics designer. Ensures issues are distributed according to schedule.
7. Processes benefit enrollment, changes and terminations with insurance carriers, FSA Services and in HRIS system.
8. Documents and coordinates *Application for Leave of Absence* requests according to OFLA/FMLA regulations and SUB policies.
9. Processes customer liability claims. Triages customer inquiries. Participates in the investigations of the claim and follows through with the insurance provider and customer until claim closure.
10. Facilitates and coordinates the Special Events Committee in the planning and implementation of the four key employee celebration activities.
11. Assists HR Manager, Benefits Administrator and Safety & Environmental Manager with projects as assigned.
12. Provides benefit assistance to employees.
13. Ensures benefit forms are current and the *Summary of Employee Benefits* booklets are in stock.
14. Enters personnel Action Form (PAF) data in HRIS system with accuracy. Keeps HRIS data current within 24 hours. Submits PAFs to Accounting daily for processing.
15. Performs personnel record management activities, including: document processing; maintaining complete and current personnel files; weekly department filing; and retention and archiving of files on an annual basis.
16. Coordinates, schedules and participates in New Employee Orientation program and tours.
17. Processes HR invoices, submits check requests and ensures accurate coding to budget line items.
18. Updates and maintains SUB vehicle inventory schedules. Adds and deletes vehicles/equipment with insurance provider.
19. Updates and maintains *Request for Outside Training* and *OSHA Training* databases.
20. Assists HR manager to ensure annual COLA adjustments are processed accurately and timely.
21. Processes Employment Verifications within two days.
22. Coordinates with IT to maintain HR IntraSUB web pages for: Who's Who, SUBTitles, job posting, Summary of Benefits, other HR publications and special events.
23. Maintains SUB's telephone job line.

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24. Orders and maintains HR office supplies. Keeps supply cabinets orderly and stocked.
25. Acts as Designated Contact Person under HIPAA compliance regulations.
26. Provides data for projects and union negotiation preparations.
27. Processes unemployment insurance claims. Monitors usage and charges. Keeps HR manager informed of status of claims, requests for appeals and hearings.
28. Coordinates and participates in the Work to School Symposiums with the Springfield Chamber of Commerce.
29. Coordinates in the preparation and distribution of the union temporary employee report.

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

30. Supports in sending Performance Appraisal reminders to supervisors.
31. Assists HR manager to keep job descriptions current and on file.
32. Assists HR manager in processing employees' sixth month and/or annual increases on a timely basis and with accuracy.
33. Assists in ordering Liability Insurance Certificates and Bonds.

*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 responsibilities, 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 of four years experience working in an administrative assistant position, experience in a human resource department preferred
- Experience working with a wide variety of employees from numerous divisions and departments at all levels of the organization

***Knowledge, Skills & Abilities***

- Knowledge and intermediate proficiency of MS Office, primarily in Word and Excel
- Accurate keyboarding at 50 wpm
- Effective oral and written communication
- Professional telephone etiquette
- Accurate data entry
- Exceptional interpersonal and customer service skills
- Excellent organizational skills and highly detail oriented
- Good problem solving and decision making skills
- Excellent records management both electronically and manually
- Manage multiple priorities and deadlines
- Ability to work independently with minimal supervision

***Education***

- High school diploma or equivalent
- Minimum of two years of related college level course work
- Recent Human Resources related seminars and/or course work
- PHR certification preferred

**PHYSICAL AND MENTAL REQUIREMENTS**

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.

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- **VISION**
  - Far visual acuity:** Sees adequately to drive a vehicle.
  - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels, numerous other written documents and computer screen.
  - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
  - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing and pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies.
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office equipment.