

**SYCAMORE SERVICES, INC.**  
**POSITION DESCRIPTION**

TITLE: Human Resources Assistant

DEPARTMENT: Administration

Job Analysis Conducted: May 2008 REVISIED: May 2019

Note: Statements included in this description are the essential functions of this position. Other non-essential functions may be assigned.

Relationship

Reports to: Director of Human Resources and Quality Assurance

Supervises: None

Internal contacts: Department Staff; Administrative Staff; Participants

External contacts: Applicants; Benefit Providers; Training Providers;  
Recruiting Sources

Work environment: 100% Office

Scheduled work hours: Monday-Friday; 8:00am – 4:30pm

Job Summary

Must provide excellent customer service to internal and external customers. Provide Human Resource/Quality Assurance Director with day-to-day support of HR operations. Maintain employee database, staff training records and compliance items. Must have excellent organization skills and follow-through. Must be flexible with ability to multi-task to meet multiple deadlines.

Job Qualifications

1. High School diploma or GED required.
2. Training or experience in human resources, data management, secretarial and office administration preferred.
3. Training or experience in database and spreadsheet use required; MS-Word and Excel.
4. Ability to be flexible, organized, responsible and a team player.
5. Ability to multitask essential.
6. Ability to communicate effectively, both orally and in writing, with employees and the public and to conduct daily duties in a professional appearance and manner.

## Essential Functions

- A. Customer Satisfaction
  - 1. Provide excellent customer service.
  - 2. Respond to internal/external customer and staff requests in a timely and efficient manner.
  
- B. Recruitment
  - 1. Screen applicants based on position requirements.
  - 2. Process incoming applications according to program need and availability.
  - 3. Conduct background and reference checks.
  - 4. up with other trainers, Directors, Coordinators and new employees through orientation period to make sure documentation is secured and required trainings are completed.
  
- C. General Clerical/Data Processing
  - 1. Maintain records and filing systems as outlined by supervisor.
  - 2. Process all new employees and enter new hires into HRIS system
  - 3. Process new hire paperwork.
  - 4. Maintain employee database including compliance items and training records.
  - 5. Assist HR/QA Director with processing employees benefit enrollments, changes and terminations in accordance with provider guidelines and ensure staff are kept up to date on benefit options.
  - 6. Follow up on employee incidents to ensure process is followed in accordance with agency and workers compensation requirements.
  - 7. Prepare and process letters, surveys, and reports as requested.
  - 8. Process incoming/outgoing mail.
  - 9. Update and monitor staff compliance items and expirations in accordance to state and CARF standards.
  - 10. Record and distribute new and updated staff CPR/First Aid certifications.
  - 11. Maintain online training database, field employee questions, troubleshoot identified problems and track compliance with completion requirements
  
- D. Sycamore Services Team
  - 1. Champion organizational mission, vision and philosophies.
  - 2. Maintain confidentiality of personnel and consumer information and records.
  - 3. Perform other duties as assigned.

Approved: \_\_\_\_\_

Date: \_\_\_\_\_