

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

TITLE: Human Resources Coordinator

DEPARTMENT: Administration

Job Analysis Conducted: May 2008 REVISIED: Oct 2017

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: Staff; Participants

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

Work environment: 90% Office; 10% Community

Scheduled work hours: Monday-Friday; 8:00am – 4:30pm, ability for flexibility for specialized projects.

Job Summary

Must provide excellent customer service to internal and external customers. Assist with employee recruitment efforts by screening applicants, processing applications and conducting background checks. Coordinate and direct new hire and volunteer orientation. Manage community-service volunteer program. Be the first point of contact for potential and new employees. Provide Human Resource/Quality Assurance Director with day-to-day support of HR operations. Maintain employee database, and staff training records and compliance items. Assist with the determination of training needs and coordinate organizational efforts. Must possess the ability to talk in front of a crowd and be engaging during orientation sessions. Must have excellent organization skills and follow-through. Must be flexible with ability to multi-task to meet multiple deadlines.

Job Qualifications

1. Bachelor's Degree in human services field or education and work experience equivalent required.
2. Minimum two years human resources experience.
3. Training or experience in data management and office administration preferred.
4. Training or experience in database and spreadsheet use required; MS-Word and Excel.
5. Knowledge of recruitment methods, learning theories, labor laws, OSHA and CARF Standards preferred.

6. Ability to be flexible, organized, responsible and a team player.
7. Ability to multitask essential.
8. 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.
9. Ability to travel between offices.
10. Training experience preferred.

### 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. Respond to inquiries about the agency and open positions.
2. Screen applicants based on position requirements.
3. Process incoming applications according to program need and availability.
4. Conduct background and reference checks.
5. Coordinate job offers.
6. Coordinate and direct new hire and volunteer orientation. Follow up with other trainers and new employees through orientation period to make sure documentation is secured, and training and TB testing is completed.
7. Manage community-service volunteer program.

#### C. General Clerical/Data Processing

1. Oversee maintenance of records and filing systems as outlined by supervisor.
2. Oversee processing all new employees and enter new hires into HRIS system
3. Oversee processing and distribution of new hire paperwork.
4. Maintain employee database including compliance items and training records.
5. Process employees benefit enrollments and terminations in accordance with provider guidelines and complete data entry into various systems, such as payroll, STD, LTD, Life, Dental, Vision, Health Insurance, etc.
6. Process claims for benefits such as Unemployment, 401k, Life Insurance, FMLA, STD, LTD, etc.
7. Prepare for audits/surveys as requested.
8. Process HR incoming/outgoing mail.
9. Oversee updating and monitoring staff compliance items and expirations in accordance to state and other regulatory agency standards.
10. Oversee recording and distributing new and updated staff CPR/First Aid certifications.

11. Maintain job application software.
12. Submit and maintain the credentialing of Agency First Steps Therapists by monitoring expiration and submitting re-credentialing documents within deadlines.
13. Complete monthly and quarterly reporting requirements as outlined by supervisor.
14. Complete data entry into various benefits and payroll systems.
15. Maintain job description database.
16. Monitor completion of performance reviews.
17. Participate in annual review of policies and procedures.
18. Complete employee satisfaction reviews and maintain database.
19. Complete exit interview process and maintain database.

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: \_\_\_\_\_