

Competencies for Early-Career HR Professionals



Preparatory Assignments

Reading Assignments: Session 1

Please review the SHRM Competency Model shown below. This course focuses on the behavioral competencies most relevant to early career HR professionals: Communication, Relationship Management and Ethical Practice.

SHRM Competency Model



Prereadings

Next, read the *Evolution of Work and the Worker: Five Key Trends from SHRM's Special Expertise Panels* available online. You do not need to be a SHRM member to access this site:

<http://www.shrm.org/about/foundation/products/Documents/2015%20Evol%20of%20Work-Panel%20Report-FINAL.pdf>

Next, read *How to Pursue a Career in HR: Five Simple Steps* available online. You do not need to be a SHRM member to access this site:

<http://www.shrm.org/academicinitiatives/about/pages/5stepshrcareer.aspx>

SHRM Job Descriptions

The following 12 job descriptions are for use in the Web Safari assignment, which appears on the pages following the job descriptions. Directions for this activity appear on the page following the job descriptions. For now, just review these job descriptions, and determine which ones sound the most interesting to you. Consider how much variety there is between HR jobs, and which ones sound as if they would best match your strengths and interests.

Analyst, Human Resource System

Classification

[Indicate exempt or nonexempt.]

Salary Grade/Level/Family/Range

[Insert applicable information.]

Reports to

[Insert manager's title.]

Date

[Indicate date of Job Description creation or review.]

JOB DESCRIPTION

Summary/Objective

The analyst, human resource system, is responsible for the administration, liaison and coordination of human resource system projects in meeting all professional standards for human resource and systems development and implementation.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Develops a formal plan for carrying out each assigned project using appropriate planning methods and experimental design and testing.
2. Directs/executes assigned projects, including data collection/design and development specifications/testing criteria/recommendations and implementations.
3. Makes oral presentations to all levels of management concerning proposed projects and makes recommendations for the proposed projects.
4. Meets with all levels of management to discuss and clarify requests for projects made by management concerning human resource systems.
5. Prepares detailed written reports of projects and documentation for each project to serve both technical and general users.
6. Develops and implements comprehensive computer systems for human resource-related data.
7. Creates reports to meet management requests and needs at various levels for human resource-related information.
8. Coordinates, maintains and enhances human resource systems in conjunction with the user areas and information systems.
9. Acts as consultant for hire on computer-related subjects.

10. Performs related tasks as requested.

Required Education and Experience

1. Four-year college degree in personnel management, business administration, computer science, quantitative systems or any related degree with some specialization in computer-related experience.
2. Over three years and up to and including five years of experience as a human resource analyst/administrator/technician, information systems analyst/technician, internal auditor or other position with appropriate experience, education or both.

Signatures

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____

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Benefits Administrator

Classification

[Indicate exempt or nonexempt.]

Salary Grade/Level/Family/Range

[Insert applicable information.]

Reports to

[Insert manager's title.]

Date

[Indicate date of Job Description creation or review.]

JOB DESCRIPTION

Summary/Objective

The benefits administrator position is responsible for directing and planning the day-to-day operations of group benefits programs (group health, dental, vision, short- and long-term disability, worker's compensation, life insurance, travel and accident plan, flexible spending plan, 401(k) plan and retirement plans). The position provides excellent customer service and quality benefits plans.

The benefits administrator investigates new benefits programs, improves existing programs, and supervises and monitors benefits administration. The position designs employee benefits plans and provides analytical and technical support in the delivery of the benefits programs.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Research and Develop

1. Researches employee benefit plans and vendors to identify those that present the best value.
2. Designs, recommends and implements benefits programs.
3. Assists in the management of the benefits plan renewal process.
4. Negotiates with vendor or administrator for renewal.
5. Collects experience data from available resources.
6. Examines possible plan design or benefit cost changes.

Administration: Design, Direct, Comply

1. Serves as primary contact for plan vendors and third-party administrators.
2. Determines the best plan options by working with the third-party administrators.
3. Coordinates transfer of data to external contacts for services, premiums and plan administration.
4. Works effectively to make sure the plans run smoothly.
5. Investigates discrepancies and provides information in nonroutine situations.
6. Evaluates and revises internal processes to reduce costs and increase efficiency.
7. Documents and maintains administrative procedures for assigned benefits processes.
8. Ensures proper distribution of assignments and responsibilities.
9. Plans, schedules and directs work.
10. Ensures compliance with applicable government regulations.
11. Ensures timeliness and accuracy of required filings.
12. Develops long-range objectives regarding benefits programs in conjunction with the benefits team.
13. Organizes implementation of global projects, including total compensation, mergers and acquisitions, and HIPAA, as they relate to group benefit issues.

Administration: Processing, Functional

1. Coordinates daily benefits processing.
2. Oversees enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims, rollovers, QDROs, QMCSOs, distributions, loans, hardships, and compliance testing.
3. Oversees maintenance of employee benefits files and updating of employee payroll records.
4. Gathers employee data and oversees the processing of monthly billings and the preparation of vouchers for payment of administrative fees for all group plans.
5. Allocates group health and dental claims monthly and reviews quarterly.
6. Implements and maintains group benefits databases and Lawson benefits records. Prepares regular benefits reports extracting data from the database. Provides the technical support, test system functionality and work with end users to deliver system support and to troubleshoot system problems.
7. Develops and maintains online Lotus Notes forms (e.g., benefits enrollment, HR status change form, HR action form, benefits conference, retirement quotations).

Evaluate, Measure, Audit

1. Audits the accuracy and performance of functions performed by benefits staff.
2. Analyzes the current benefits, evaluating the use, services, coverage, effectiveness, cost, plan experience and competitive trends in benefits programs and identifies the company's stance.
3. Performs plan audits.
4. Prepares, collects and organizes data for actuarial assessments. Reviews data in conjunction with actuarial evaluation task forces.
5. Reviews both short- and long-range cost estimates/projections and relevant statistical analyses regarding modifications in benefits programs and implementation of new programs.
6. Surveys industry trends. Completes benefits surveys and reviews information obtained from the results. Analyzes complex benefits information. Forecasts trends and assists with future benefits designs. Develops specific recommendations for review by management.

7. Monitors administrative costs of benefits programs and recommends cost containment strategies, including alternative methods for administration and funding. Prepares budgetary recommendations and assists in the monitoring, verifying and reconciling of budgeted funds.

Customer Service, Communication, Training

1. Provides customer service support to internal and external customers.
2. Develops communication tools to enhance understanding of the company's benefits package.
3. Designs and distributes materials for benefits orientations, open enrollment and summary plan descriptions.
4. Creates and conducts presentations using audiovisual tools, including PowerPoint and videos.
5. Provides training and support to group benefits associates and all home office associates and the field staff.

Required Education and Experience

1. Bachelor's degree and three to five years of related benefits or employee benefits administration experience.
2. Excellent communication and organization skills.
3. Project and team management/leadership skills and experience. Proven ability to work effectively in a team environment with associates. Capability of effective planning and priority setting. Ability to manage several complex projects simultaneously while working under pressure to meet deadlines.
4. Strong analytical skills and a thorough knowledge of plan designs. Ability to understand, evaluate and make judgment on the proposals (RFPs).
5. Computer proficiency and technical aptitude with the ability to use MS Word, Excel, PowerPoint, Access, Lotus Notes, Cognos and Lawson.
6. Knowledge of benefits contract language.
7. Knowledge of all pertinent federal and state regulations, filing and compliance requirements both adopted and pending affecting employee benefits programs, including ERISA, COBRA, FMLA, ADA, Section 125, workers' compensation, Medicare, OBRA, and Social Security and DOL requirements.
8. Knowledge of company policies and procedures preferred.
9. SHRM Certified Professional (SHRM-CP) and CEBS professional designations preferred.

Responsibility and Decision-Making Authority

Determines proper course of action to resolve escalated customer service issues. Interprets plan procedures and policies. Recommends and advises on benefits enhancements and changes. Refers strategic and global issues to benefits manager. Position requires limited supervision and direction.

Working Relationships

1. Coordinates benefits setup, deduction and compliance reporting issues with information systems, human resources, field staff and tax compliance.
2. Has the ability to work as a team with human resources, actuary, accounting, field managers, legal, marketing information and communication departments on benefits issues.

3. Provides customer service to field force, home office associates, board of trustees and retirees.
4. Maintains relationships with outside contacts, including physicians, insurance companies, network providers, drug companies, attorneys, third-party administrators, workers' compensation companies, other benefits vendors and outside consultants.

Guidance Received

Direction and guidance will be provided by the group benefits manager. The manager determines the expectations, goals and projects assigned. Government regulations, company goals, contract directives and internal policies provide parameters to the benefits administrator position.

Work Direction

The benefits administrator directs the work of the other benefits staff to attain the section's goals.

Signatures

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Manager_____

HR_____

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Employee_____ Date_____

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Career Specialist, Workforce Training

Classification

[Indicate exempt or nonexempt.]

Salary Grade/Level/Family/Range

[Insert applicable information.]

Reports to

[Insert manager's title.]

Date

[Indicate date of job description creation or review.]

JOB DESCRIPTION

Summary/Objective

The career advisor reports to the director of student services and is responsible for developing, coordinating and managing the marketing, recruiting, orientation, intake, eligibility, advising and enrollment procedures and systems for the program. This is a nonexempt, professional-technical position.

Scope of Responsibility

The Workforce Training coordinator works with minimal supervision and self-direction to complete goals and objectives as established by the college, the legislature, the State Board for Community and Technical Colleges and the Workforce Training Coordinating Board. The coordinator is the primary contact for the college's Workforce Training program, handling inquiries from prospective, current and former students about the Workforce Training program, available vocational courses, and general admissions into the college. The coordinator is responsible for documentation of eligibility and the management of workforce data, along with the development and maintenance of the college Workforce Training Program Manual. The coordinator works with a varied population of adult students who are returning to school and interfaces with all departments on campus and with related agencies and community organizations off campus. The coordinator manages the college's "one-stop career center," and represents the college as a member of the Planning Advisory Committee for the Seattle/King County Private Industry Council, and a member of the King County and Snohomish County Integrated Service Delivery committees and subcommittees.

Essential Functions

- Serve as information point for worker retraining;

- Actively market and recruit to a variety of community groups, including Private Industry Councils, JTPA discretionary grant-funded re-employment centers and job Service Centers;
- Assist students in developing individual training plans that will fit their specific needs and skills to update or retrain for the current labor market; develop and maintain collaborative working relationships between the college's faculty, Student Services, and the funding agencies to provide a smooth transition from the referring agency through the admission process and into the vocational program;
- Maintain the workforce training manual to assure HB 1988 integrity;
- Establish necessary forms and documentation requirements and delegate to appropriate college staff;
- Identify and document student tracking methods and college accountability requirements for dislocated worker students; review state reports for accuracy and make corrections as needed;
- Organize and present job readiness workshops and develop other support services tailored to meet the unique needs of dislocated workers; coordinate Workforce Training Steering Committee activities and provide ongoing staff support to Workforce Training Steering Committee;
- Create and maintain information on the various retraining options available for the dislocated worker, including information on commissioner-approved training for unemployment benefits;
- Gather, compile, and maintain current labor market data to provide information to students seeking advice on the current labor market and projected employment opportunities;
- Provide advice to college administrators on particular needs of the dislocated worker. Influence instructional team members to develop systems that consider workforce retraining issues;
- Certify HB 1988 eligibility for financial aid and document training plan eligibility for Timber program;
- Monitor accomplishment of numerical enrollment goals and develop corrective action plans as necessary. Participate in statewide community and technical college meetings with State Board for Technical and Community Colleges' staff, Boeing staff, JSC staff, and others concerning dislocated workers;
- Participate as requested in state dislocated workers on-site intervention and for specific plan closures;
- Develop and manage the colleges "one-stop career center," which includes Employment Security's co-located job Placement services, community-based organizations from King and Snohomish counties and the college's Associated Student Body Government Placement Services for student and alumni;
- Regular and satisfactory attendance and punctuality.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals

may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Signatures

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Manager_____

HR_____

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Employee_____ Date_____

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Chief Human Resource Officer

Classification

[Indicate exempt or nonexempt.]

Salary Grade/Level/Family/Range

[Insert applicable information.]

Reports to

[Insert manager's title.]

Date

[Indicate date of Job Description creation or review.]

JOB DESCRIPTION

Summary/Objective

The chief human resource officer (CHRO) is responsible for providing leadership in developing and executing human resources strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of succession planning, talent management, change management, organizational and performance management, training and development, and compensation. The CHRO provides strategic leadership by articulating human resource needs and plans to the executive management team, shareholders and the board of directors.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Establishes and implements HR efforts that effectively communicate and support the organization's vision and strategic vision.
2. Develops HR plans and strategies to support the achievement of the overall business objectives.
3. Functions as a strategic business advisor to the executive/senior management of each business unit or specialty group regarding key organizational and management issues.
4. Working with the firm's executive management, establishes a sound plan of management succession that corresponds to the strategy and objectives of the firm.
5. Develops comprehensive strategic recruiting and retention plans to meet the human capital needs of strategic goals.
6. Develops and implements comprehensive compensation and benefits plans that are competitive and cost-effective for the organization.

7. Provides overall leadership and guidance to the HR function by overseeing talent acquisition, career development, succession planning, retention, training and leadership development, compensation and benefits.

Required Education and Experience

1. B.S. or B.A. from an accredited college or university.
2. Fifteen years of experience, with at least 10 years in international and publicly held organizations.
3. Must be able to strategically and tactically evaluate and implement sophisticated HR-related programs and initiatives; be able to work with a variety of organizational leadership to build consensus around HR strategy and tactics; have a demonstrated background in talent management and leadership management; and have a proven ability to attract and retain outstanding talent and assemble and motivate high-performance teams.
4. Must have the ability to bring immediate credibility to the human resource function through his or her professional qualifications and leadership skills as well as project the highest levels of integrity. Superior interpersonal communication and presentation skills as well as proven organizational skills.
5. Proficiency with MS Office.
6. MBA or M.A. preferred.
7. SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) preferred.

Signatures

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____

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Compensation Manager

Reports to Human Resources Director

POSITION PURPOSE:

Manages the compensation function for corporate staff departments. Plans, develops and implements new and revised compensation programs, policies, procedures, in order to be responsive to the company's goals and competitive practices. Assures thorough audits, reports and personal contact that company compensation programs are consistently administered in compliance with company policies and government regulations.

DUTIES AND RESPONSIBILITIES:

1. Monitors the effectiveness of existing compensation policies, guidelines and procedures recommending plan revision as well as new plans which are cost effective and consistent with compensation trends and corporate objectives; coordinates implementation and provides guidance to corporate staff.
2. Provides advice to corporate staff on pay decisions, policy and guideline interpretation and job evaluation including the design of creative solutions to specific compensation-related programs.
3. Manages the administration of direct compensation (executive, exempt and nonexempt cash compensation programs) for corporate staff including the processing, recording and reporting of compensation-related actions taken on salaried employees.
4. Develops techniques for compiling, preparing and presenting data.
5. Supervises the participation in and conduct of both exempt and nonexempt salary surveys to ensure corporate compensation objectives are achieved.
6. Keeps apprised of federal, state, and local compensation laws and regulations in order to ensure Company compliance.

EDUCATION AND WORK EXPERIENCE:

Bachelor's Degree or equivalent in Business, Human Resources or required field.

Six (6) to eight (8) years progressively responsible experience in Compensation.

Government regulations as they apply to compensation base and incentive compensation programs; company policies and operations.

Special Requirements: Mathematical aptitude, analysis skills and ability to communicate effectively orally and in writing. Strong interpersonal skills in dealing with top management.

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POSITION TITLE: Diversity Manager
REPORTS TO: Human Resources Director

POSITION PURPOSE:

Develop and implement diversity training programs within the Corporation. Assist management with not only understanding individual differences to assist in developing an open and inclusive environment. Serve as the HR ombudsman for diversity issues.

DUTIES AND RESPONSIBILITIES:

1. Assist with the development of policies and programs to attract, retain and promote a diverse work force for the organization.
2. Determine the appropriateness of introducing diversity initiatives and consider the unique needs of the organization.
3. Develop training schedules to educate employees and managers on how to recognize, accommodate and appreciate individual differences and how these can be bridged back to assist in meeting company business plans.
4. Create e-learning diversity training materials and coordinate online training.
5. Audit older diversity training materials for updating into e-learning formats. Lead the migration from platform/film programs to an e-learning platform.
6. Develop metrics for measuring the effectiveness of corporate diversity initiative implemented and prepare annual reports to senior management on the value of the initiatives.
7. Keep current on diversity programs and developments by maintaining contact with others in the field (e.g., professional association and educational groups, and professional development efforts.)

KNOWLEDGE AND SKILLS

Candidate must possess excellent verbal and written communication skills.

Experienced in developing e-learning training using a corporate intranet and specialized software tools.

EDUCATION AND WORK EXPERIENCE

Bachelor's degree or equivalent experience. Advanced degree preferred.

Minimum four (4) years' prior training and/or related human resources experience including preparation and implementation of e-learning courseware.

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Employee Relations Administrator
Reports to Employee Relations Director

POSITION PURPOSE:

Responsible for the development and administration of Employee Relations Program; employee advocacy, and affirmative action program.

All methods of practice and/or work performance shall conform to written established policies and procedures.

Interfaces with employees, government agencies, and educational institutions.

DUTIES AND RESPONSIBILITIES:

1. Recommends specific individuals for specific opening &-applicants as well as present staff.
2. Conducts exit interviews with staff to determine if corrective action may retain valued staff.
3. Discusses exit interview findings with senior management.
4. Assist with recruiting applicants by maintaining liaison with schools, associations, and other recruiters.
5. Represents the company at selected job fairs.
6. Develop promotional material to aid in recruiting.
7. Helps employees, supervisors, and department heads to settle work-related conflicts through advice and recommendation.
8. Recommends solutions to administration when repetition of individual problems indicates negative trends.
9. Administers the Equal Employment Opportunity and Affirmative Action Programs.
10. Participates in quality assurance activities.
11. Maintains an attitude and philosophy consistent with the company's standards.
12. Performs other duties as assigned.

EDUCATION AND WORK EXPERIENCE

Five (5) years' experience in a position of responsibility and supervisory duties.

Bachelor's degree required.

Affiliation with human resources programs and HR organizations; excellent verbal and written communication skills.

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Position: HR Specialist

Duties and Responsibilities:

Benefits Function

- Calculates and provides staff with annual fringe benefit allowance; reviews enrollment forms for accuracy and coordinates enrollment with third-party administrator.
- Assures compliance with COBRA guidelines by preparing letters and other paperwork as directed; receives and records COBRA insurance premium payments.
- Coordinates health, life and disability insurance enrollments and communicates with service providers concerning routine administration of programs.

Human Resource Function

- Maintains personnel files in compliance with applicable legal requirements.
- Keeps employee records up-to-date by processing employee status changes in timely fashion.
- Maintains listing of approved Foundation positions along with assigned salary grade levels.
- Processes personnel action forms and assures proper approvals; disseminates approved forms.
- Maintains budget spreadsheet that includes salaries, payroll taxes and fringe allowances.
- Prepares paperwork required to place employee on payroll and establishes personnel file.
- Assists in hiring process by coordinating job posting on Web site, reviewing resumes, performing telephone interviews and reference checks.
- Maintains *Employee Handbook* with updated resolutions and other pertinent information, as needed.

Office Administration

- Troubleshoots telephone and voice mail system; handles minor repairs and coordinates repairs with technicians when required.
- Provides training for new and current employees on communication systems, including telephone and voice mail.
- Supervises receptionist, delegates projects as appropriate, and assures coverage of switchboard in receptionist's absence.
- Oversees special events for staff by coordinating committees and schedules, and staying within budget.

Qualification Requirements:

Education and Work Experience

High school diploma or equivalent required with some college or technical school coursework preferred and minimum of three (3) years of job-related experience, preferably in a human resource department, technical experience, including responsibility for maintaining computer systems or any equivalent combination of education and experience that provides the required knowledge, skills and abilities.

Knowledge and Skills

- Extensive knowledge of computer software (Windows 95, 98, XP and Microsoft Office), computer hardware and computer servers.
- Proficiency in or knowledge of using a variety of computer software applications, especially Excel and Microsoft Word software.
- High level of interpersonal skills to handle sensitive and confidential situations and documentation.
- Knowledge of office administration procedures.
- Ability to operate most standard office equipment.
- Attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.
- Good to excellent spelling, grammar and written communication skills.
- Excellent telephone and oral communication skills.

- • Ability to maintain a high level of confidentiality.

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Job Description

Position: Human Resources Assistant

Position Summary:

Provides administrative support to the Human Resources Director on all personnel matters and assists with payroll processing.

Duties and Responsibilities:

- Performs customer service functions by answering employee requests and questions.
- Conducts benefits enrollment for new employees.
- Verifies I-9 documentation and maintains books current.
- Submits the online investigation requests and assists with new employee background checks.
- Reconciles the benefits statements.
- Performs payroll/benefit-related reconciliations to General Ledger and other accounts.
- Conducts audits of various payroll, benefits or other HR programs and recommends any corrective action.

- Updates HR spreadsheet with employee change requests and processes paperwork.
- Assists with processing of terminations.
- Assists with the preparation of the performance review forms.
- Assists HR Director with various research projects and/or special projects.
- Assists with recruitment and interview process.
- Assists with the various employee discount coupons by contacting companies for coupons as directed by HR Manager.
- Schedules meetings and interviews as requested by HR Manager.
- Schedules conferences by reserving facilities at local hotels and/or restaurants.
- Makes photocopies, faxes documents and performs other clerical functions.
- Files papers and documents into appropriate employee files.
- Assists or prepares correspondence.
- Prepares new employee files.
- Processes mail.
- Performs other duties as assigned.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully
- Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

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Human Resource Representative/Benefits Coordinator

Classification

[Indicate exempt or nonexempt.]

Salary Grade/Level/Family/Range

[Insert applicable information.]

Reports to

[Director of human resources.]

Date

[Indicate date of Job Description creation or review.]

JOB DESCRIPTION

Summary/Objective

The human resource representative/benefits coordinator is responsible for assisting with the administration of all benefits and retirement programs, including medical, dental, vision, life insurance, short- and long-term disability, and 401(k) plans.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensures the accuracy of all benefits enrollments in the HRIS to provide vendors with accurate eligibility information.
2. Coordinates with multiple departments to collect and analyze data for monthly operations of the corporation and project status reports that are reviewed by senior management.
3. Updates Lawson database with new and changing information; ensures accuracy and integrity of information.
4. Prepares and maintains employee files.
5. Runs reports from employee database as requested.
6. Files papers and documents into appropriate employee files; performs paper and system audits as necessary.
7. Enters data into HRIS system, ensuring the accuracy of information.
8. Assists with new-hire orientations.
9. Processes new-hire, status change and termination paperwork.
10. Performs quality checks of benefits-related data.

11. Assists employees regarding benefits claim issues and plan changes.
12. Distributes all benefits enrollment materials and determines eligibility.
13. Enrolls employees with carriers and processes life status changes.
14. Responds to benefits inquiries from managers and employees on plan provisions, benefits enrollments, status changes and other general inquiries.
15. Processes and administers all leave-of-absence requests and disability paperwork, including medical, personal, disability and FMLA requests.
16. Effectively interprets FMLA and ADA implications as they relate to leaves of absences and disabilities.
17. Responds to 401(k) inquiries from managers and employees relating to enrollments, plan changes and contribution amounts. Manages the annual catch-up contribution enrollment of participants age 50 and older.
18. Assists with the open enrollment process.
19. Administers the tuition reimbursement program and MetLife Home/Auto.
20. Provides necessary reports for allocation/billing charges.
21. Performs other HR-related administrative tasks as needed.

Specific Knowledge, Skills and Abilities

- Ability to work with both technical and administrative personnel.
- Strong organizational skills with a keen ability to prioritize and multi-task.
- Ability to adhere to and meet deadlines.
- Experience in handling sensitive, confidential information
- Excellent communicator (oral and written) including the desire to ask questions and learn from co-workers.
- Strong administrative and data management skills.
- Ability to raise issues proactively and in a timely manner.
- Working knowledge of Lawson.
- Excellent customer service skills.
- Working knowledge of FMLA laws for all states, STD, Child Support, benefit enrollment, Americans with Disabilities, and all federal and state laws
- Strong administrative and data management skills
- Proficiency in Microsoft Word, Excel, and PowerPoint is required.

Required Education and Experience

1. Associate of Arts degree required, but bachelor's degree in human resources or related field of study desired. Experience may be substituted for the education.
2. Up to three years' experience in HR or benefits administration.
3. Up to three years' customer service experience.
4. Demonstrated experience using Excel and other MS Office products.
5. Data entry experience on HR/payroll systems.
6. Well-developed team skills, unquestioned integrity, and the experience, confidence and presence to effectively handle interpersonal relationships and sensitive HR issues.
7. Experience using Lawson software.

Signatures

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____

Please note that these job descriptions are samples and intended as such. Prior to use or implementation by an organization, all job descriptions should be reviewed by legal counsel for compliance with federal and state laws and regulations, and should be modified to suit the organization’s culture, industry and practices. This document is provided as general information and is not a substitute for legal advice.

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JOB DESCRIPTION

MANAGER, EMPLOYEE RELATIONS

Job Description

XYZ Company

FLSA: EXEMPT

REPORTS TO: Director of Human Resources

SUPERVISES: Human Resources Administrators, Representatives, and other support staff as assigned.

DEFINITION: The Manager, Employee Relations is responsible for managing a range of activities related to employee/labor relations and staffing functions.

ESSENTIAL AND RELATED FUNCTION STATEMENTS--Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Directs classification plans and programs, coordinates preparation of position descriptions, and oversees job evaluations.
- Administers and interprets various labor agreements, administers grievance procedures; provides labor relations support during contract negotiations; acts as a liaison between department managers and union representatives; provides advice and counsel to managers and supervisors regarding personnel practices, policy, and employment laws; administers unemployment insurance processes; reviews liability reports and monitors program costs; and recommends policy changes to the Director of Human Resources.
- Directs the development of staffing strategies; develops and builds hiring processes for a variety of levels from temporary staffing to executive placement; develops, streamlines and enhances staffing systems, tracking reporting, and analysis; leads sourcing and recruiting initiatives and processes to leverage networking and employee referrals; manages college relations and oversees various sourcing and internship programs; manages relocation, immigration and other responsibilities related to staffing administration; ensures compliance with all state and federal discrimination and employment regulations.

MINIMUM QUALIFICATIONS: Possession of a Bachelor's Degree, preferably in Human Resources Management of related field, possession of a Master's Degree preferred and three to five years of experience at a management or senior administrative level with emphasis on employee/labor relations.

Knowledge, Skills and Abilities:

- Ability to manage and administer a broad range of tasks including resolving complaints, counseling managers and employees on the interpretation of policies, procedures and union agreements.
- Knowledge of the principles and practices human resources management and supervision in a union environment.
- Ability to prepare written reports and correspondences, and presentations to senior leadership as required.
- Ability to build and maintain positive relationships internally and externally.
- Extensive knowledge of applicable state and federal employment and labor laws and governmental compliance requirements, knowledge of immigration laws and processes a plus.
- Excellent written and verbal communications skills.
- Extensive knowledge of information technology, including hardware and software applications, used in the Human Resources function.
- Proven leadership.
- Ability to exercise sound judgment and make decisions in a manner consistent with the essential job functions.
- Ability to maintain physical condition and stamina appropriate to the performance of assigned duties and responsibilities which may include sitting for extended periods of time and operating assigned office equipment, and other duties as assigned.

Please note that these job descriptions are samples and intended as such. Prior to use or implementation by an organization, all job descriptions should be reviewed by legal counsel for compliance with federal and state laws and regulations, and should be modified to suit the organization's culture, industry and practices. This document is provided as general information and is not a substitute for legal advice.

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Preparatory Activities

There are two preparatory activities you need to complete *prior to* the first session. Each one is intended to give you a better sense of the HR job market and help you begin to plan your career. Directions are provided below.

Web Safari Directions

Using the template provided on the following pages, conduct online research on HR professional jobs. The goal is to gain the broadest sense possible on the variety of HR jobs that are out there, what types of skills they require, how much experience they require and what the actual duties are. To get started, you may use the SHRM HR job descriptions provided in the reading assignments above. However, please look beyond these as you complete the template. There are many job websites (Monster, US Jobs, Glassdoor, O*Net, LinkedIn) where you can find job postings. We encourage you to visit a variety of sites. Do not be concerned with completing each field within the template. For example, if the salary information for a particular job is not readily available, just leave the field blank. Try to review at least 10 to 15 jobs.

Career Plan Directions

Using the template provided, take the following steps:

Step #1: Career Goals

Create three to four career goals that represent where you would like to be in the future. You may consider having short-term goals (i.e., what you would like to achieve in the next one to two years), medium-range goals (i.e., what you would like to achieve in the next two to five years) and long-range goals (i.e., where you would like to ultimately be in your career).

Step #2: Learning Goals

For each of the career goals you identified, list two to three learning goals that will be necessary to support the career goal. For example, if one of your career goals is *manage a large HR department*, some learning goals might be 1) *complete three to four educational classes in the next two years*; 2) *become a technical expert in at least five years, HR technical domains within the next five years*; and 3) *build a network of like-minded HR professionals who can help me identify career opportunities*.

Step #3: Learning Contract

For each learning goal identified, document the competencies you will need to be successful (using the SHRM Competency Model), the developmental opportunities you will undertake, the challenges you might encounter, the mitigation strategies you will use to overcome the challenges, the output you will produce to demonstrate mastery of the competency, who will evaluate your learning and the dates you will have your learning assignments completed. The template provides fields for each of these responses.

Web Safari Template

Job Posting Title	Job Posting Description	Company Name	URL Where Located	Salary Range	Skill & Experience Requirements	Preferred Certifications

Job Posting Title	Job Posting Description	Company Name	URL Where Located	Salary Range	Skill & Experience Requirements	Preferred Certifications

Job Posting Title	Job Posting Description	Company Name	URL Where Located	Salary Range	Skill & Experience Requirements	Preferred Certifications

Job Posting Title	Job Posting Description	Company Name	URL Where Located	Salary Range	Skill & Experience Requirements	Preferred Certifications

Career Planning Template

Name:

Date:

Step 1: Career Goals & Step 2: Learning Goals

Indicate below three to five career goals that you have for your future, why you think these are important goals for yourself and how many years from now you would like to accomplish this goal. Once you have completed the first three columns of the chart, go back and craft some learning goals that are associated with each career goal. Use the number convention provided in the template to minimize the amount of copying you will have to do in Step 3 (the learning contract).

Career Goal	Why Do You Think It Is Important?	How Many Years from Now Would You Like to Accomplish It?	Learning Goals
Career Goal 1:			Learning Goal 1.1: Learning Goal 1.2: Learning Goal 1.3:
Career Goal 2:			Learning Goal 2.1: Learning Goal 2.2: Learning Goal 2.3:

Career Goal	Why Do You Think It Is Important?	How Many Years from Now Would You Like to Accomplish It?	Learning Goals
Career Goal 3:			Learning Goal 3.1: Learning Goal 3.2: Learning Goal 3.3:
Career Goal 4:			Learning Goal 4.1: Learning Goal 4.2: Learning Goal 4.3:
Career Goal 5:			Learning Goal 5.1: Learning Goal 5.2: Learning Goal 5.3:

Step #3: Learning Contract

Transfer each learning goal to the learning contract template provided below. To save time copying information, you can just state the learning goal number.

Learning Goal # _____

SHRM HR Competencies Related to This Learning Goal	Developmental Opportunities for Mastering the Competency	Dates for Completing the Developmental Opportunity	Learning Products That Will Confirm My Learning (i.e., Evidence of Mastery)	“Advisor” Who Can Review Learning Products	Potential Challenges of Completing My Developmental Opportunity	Mitigation Strategies

Learning Goal # _____

SHRM HR Competencies Related to This Learning Goal	Developmental Opportunities for Mastering the Competency	Dates for Completing the Developmental Opportunity	Learning Products That Will Confirm My Learning (i.e., Evidence of Mastery)	“Advisor” Who Can Review Learning Products	Potential Challenges of Completing My Developmental Opportunity	Mitigation Strategies

Learning Goal # _____

SHRM HR Competencies Related to This Learning Goal	Developmental Opportunities for Mastering the Competency	Dates for Completing the Developmental Opportunity	Learning Products That Will Confirm My Learning (i.e., Evidence of Mastery)	“Advisor” Who Can Review Learning Products	Potential Challenges of Completing My Developmental Opportunity	Mitigation Strategies