

POSITION DESCRIPTION

Position: Administrative and Human Resources Assistant
Program: Reno Shelter Program
Reports to: Operations and Compliance Manager
Status: Non-exempt
Date Prepared: 8/2018

POSITION SUMMARY:

The Administrative and Human Resources Assistant is responsible for performing administrative duties, and providing human resources support including but not limited to personnel, training, payroll and benefits. This position requires a high attention to detail and must be able to maintain a high level of confidentiality. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily administrative duties to achieve established objectives.
 - 1. Code invoices and bills for all CAC programs.
 - 2. Track and process charges and receive payments from clients.
 - 3. Reconcile client accounts.
 - 4. Send monthly statements to clients
 - 5. Inventory and order office supplies and other supplies as needed for shelters and ReStart.
 - 6. Order, pay for and pick-up client food orders for all programs
 - 7. Maintain and schedule repair of office machines and other equipment as needed.
 - 8. Copy, fax, email and distribute documents for management team.
 - 9. Review, route and file Incident Reports to managers as appropriate
 - 10. Create documents, spreadsheets and reports as requested.
 - 11. Enter data into HMIS.
 - 12. Perform office errands including filing as requested
 - 13. May perform other duties as assigned.

- B. Provide Human Resources support including the recruitment of new employees.
 - 1. Manage the recruitment process including reviewing resumes, coordinating interviews, and conducting reference and background checks. Respond to applicants as needed.
 - 2. Greet applicants and confirm completion of employment applications prior to interviews.
 - 3. Manage the on-boarding process for new-hires, including ensuring new hire documents are accurate and complete. Follow up with new employees regarding missing documents, etc.
 - 4. Assist employees with registering in the timekeeping (ADP) and benefits (Benefits Connect) systems.
 - 5. Take pictures of new employees and send to Admin for name badge creation.
 - 6. Serve as initial point of contact for employee questions regarding interpretation of the HR Handbook and benefits.
 - 7. Assist the HR Generalist or Director of HR with employee relations issues as needed.

8. Ensure that all human resources documents are accurate, complete and sent to the Human Resources Department in a timely manner.
9. Assist Program Managers and Human Resources with training logistics including tracking participants, creating sign-in sheets, setting up room for training, collecting evaluations as needed.
10. Participate in employee orientation as needed.

C. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/training and complete required certifications as needed to perform duties.

EQUIVALENT EDUCATION AND EXPERIENCE:

A minimum of a high school diploma is required and one year of experience providing administrative support is required. An Associate or Bachelor's degree or Accounting or HR certification is desired. Basic experience/knowledge using Quickbooks or other accounting software is desired. Experience with recruiting or benefits administration and knowledge of Nevada law is desired. This position requires demonstrated ability to communicate and comprehend oral and written instructions. Provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Requires proficiency with computers, including basic intermediate knowledge of Excel and Word. The position requires demonstrated ability in record keeping, mathematical comprehension, above average written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor. This position requires a valid Nevada driver license, a clean driving record, and proof of insurance.

SPECIFIC SKILLS REQUIRED:

Basic human resources knowledge
 Understand and interpret policy, laws, and other regulations
 Teamwork skills
 Strong interpersonal skills
 Oral and written communication skills
 Computer skills
 Ability to type a minimum of 40 wpm
 Organizational skills
 Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 50 pounds
 Physically able to safely maneuver weight distribution of office supplies
 Stand, walk, bend, stoop, and sit frequently
 Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the designated lead or the Operations and Compliance Manager. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities to other staff as needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with visitors, government employees, clients, and all levels of staff. The Administrative and Human Resources Assistant is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom they interact. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Minimal, however, errors in receipts and distribution can have major impact.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Administrative and Human Resources Assistant job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____