



HUMAN RESOURCES ASSISTANT JOB DESCRIPTION

JOB SUMMARY:

Working independently and collaboratively with others, this position plays an integral role in executing the CRPUD's mission, philosophy, and commitment to providing safe, reliable power to our community and exceptional service to our internal and external customers. All employees are also expected to maintain a high level of trust, integrity, and ethical standards.

Administer and perform moderately complex tasks associated with the administration of human resource activities and functions within the utility. Provide dedicated and confidential assistance to the Human Resources Manager. Assist with recruitment, employee benefits, personnel policies and work rules, personnel file record keeping, human resources regulatory compliance, and investigation and resolution of employee complaints. Assist in providing training as necessary regarding applicable employment laws.

ESSENTIAL FUNCTIONS OF THE POSITION:

The essential functions of this position require prioritizing and completing all assigned tasks in a timely and efficient manner, adjusting for changing priorities and availability of resources, and demonstrating initiative in identifying additional job-related tasks to be completed when time permits.

1. Assist with new employee recruitment and selection activities including job postings, applicant submissions, interview scheduling, and candidate testing. Assist in preparing related documents, applications, interview packets, and offer letters. Correspond with applicants to provide relevant information regarding the status of their applications.
2. Assist in new employee orientation and onboarding activities to ensure new employees complete required paperwork and are made aware of CRPUD policies and procedures. Respond to new employee concerns and questions and work diligently to create a welcoming experience for new hires.
3. Assist with the annual employee benefits open enrollment process. Assist with preparing, distributing, collecting, inputting, and processing benefits related paperwork. Respond to employee questions regarding benefits, and update employee information within our system as necessary.
4. Assist in preparing, processing, and managing documentation related to significant employee events, discipline, performance evaluations, changes in position, employment

transitions, and other employee-related information. Manage employee personnel records and other employee files while maintaining the confidentiality of sensitive, medical, and/or otherwise private employee information. Oversee appropriate destruction of confidential information in accordance with outlined record retention schedules.

5. Maintain a working knowledge of local, state, and federal employment and public purchasing laws and regulations applicable to CRPUD personnel, and take affirmative steps within the scope of the duties of this position to ensure the CRPUD remains legally compliant in its current practices, policies, and procedures. Exercise independent judgment and discretion when appropriate, and seek input and assistance from other subject matter experts to ensure issues are addressed effectively and lawfully.
6. Serve as back-up support for the Administrative Assistant - Administration.
7. Provide exceptional customer service to employees through timely and accurate responses to their inquiries and concerns. Educate employees about compensation, benefits, and employment-related assistance available through other resources. Collaborate with management team members as needed to encourage and facilitate employee professional growth and development initiatives, as well as to identify creative and/or effective solutions designed to overcome employee performance challenges.
8. Perform other HR-related duties as needed concerning the collection, processing, and compilation of data and information related to on-the-job injuries and changes to employee compensation and benefits.
9. Communicate in a professional, respectful, and courteous manner with all employees, contractors, customers, and others with whom we may work. Contribute to a successful and productive work group through positive interactions, active listening, meaningful collaborations, and the constructive exchange of ideas designed to meet or exceed the organization's strategic goals.
10. Complete special projects and other duties as assigned to meet team, department, and organizational goals. Actively demonstrate accountability and responsibility for achieving desired outcomes and measureable results.

POSITION REQUIREMENTS:

Qualified candidates for this position will have relevant education and experience necessary to perform the essential functions and meet the minimum performance expectations for this position.

Required Education and Experience --

- ✓ High school diploma or equivalent. Associate's Degree in Business Administration or Human Resources, or three years' combined experience in Business Administration, Administrative Support, or Human Resources in a utility environment; or an equivalent combination of education and experience.
- ✓ Proficiency in or knowledge of a variety of computer software applications, with prior experience in MS Office, spreadsheets, database programs, and report generation processes.
- ✓ Valid driver's license. Other driving-related requirements may apply depending on the nature and scope of responsibilities associated with driving on behalf of CRPUD.

Preferred Education and Experience –

- ✓ Bachelor's Degree in Human Resources Management or Business Management, plus two years' combined experience in Business Administration, Legal, Human Resources, or any similar combination of education and experience.

Knowledge, Skills, & Abilities –

- ✓ Working knowledge of human resource best practices, policies, and employee engagement principles, as well as local, state, and federal employment laws applicable to CRPUD.
- ✓ Working knowledge of general budget and accounting practices.
- ✓ Excellent oral, written, and interpersonal communication skills necessary to communicate clearly and effectively with internal and external customers, vendors, contractors, and other diverse audiences while providing outstanding customer service.
- ✓ Strong problem solving, research, organizational, and analytical skills, combined with the ability to prioritize tasks and meet established deadlines. Ability to multitask is also essential while remaining flexible with changing priorities and deadlines.
- ✓ Well-reasoned decision making with a high attention to detail regarding organization, planning, work flow, and project prioritization to ensure tasks are completed efficiently and accurately.
- ✓ Highly ethical, self-motivated individual with ability to work independently and/or with limited direction, as well as cooperatively in a team environment, while consistently demonstrating collaborative, respectful, and productive work habits.

- ✓ Ability to exercise discretion when involved in or having access to confidential or sensitive matters.

AVAILABILITY, PHYSICAL DEMANDS, AND OTHER REQUIREMENTS:

Availability and Accessibility

Due to (a) the nature and scope of the essential functions, (b) the importance of personal interactions between this position, employees, customers, and other members of the public, and (c) the availability of job-related tools, equipment, and resources at work, performance of the essential functions requires regular, consistent, and on-site attendance while working independently and with others.

Approximately 30 hours/week may be required to efficiently perform the job duties of this position. Your presence is also required at designated internal and external meetings.

All CRPUD non-exempt employees are expected to work varying amounts of either (a) unscheduled overtime during inclement weather, power restoration activities, and other periods of high volume work; or (b) scheduled overtime required to accomplish special projects.

Physical Demands

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Receive, understand, evaluate, and appropriately respond to communications from employees, the Board of Directors, and members of the public using available technology, in person and in a public setting when necessary.
- ✓ Maintain professional and respectful communication style to ensure reactions and responses to both emergency and non-emergency situations serve as an example to others of appropriate workplace communications.
- ✓ Provide intellectually sound and well-reasoned answers, recommendations, and solutions to identified business problems, issues, and/or questions. Efficiently and quickly analyze, process, manipulate, and accurately record extensive amounts of data, some of which is technical in nature, and other information that serves as the basis for this position.
- ✓ Move to, from, and within our building and across utility-related property site locations, possibly during inclement weather.

- ✓ Work for extended periods of time in a stationary position while consistently grasping, moving, and manipulating documents, office supplies, and other business materials.
- ✓ Use of a personal computer or other technology devices frequently and consistently for the purpose of reviewing, analyzing, creating, transmitting, and presenting documents, data, and other business-related information.
- ✓ Lift, transport, and/or move up to 30 lbs. frequently each day in the performance of regular duties. Occasional bending, stooping, kneeling, climbing, and descending a stepladder may be required.
- ✓ Drive on behalf of CRPUD and/or report for work in all types of weather.

Other Miscellaneous Requirements

- ✓ Report for work dressed in attire appropriate for the effective, efficient, and productive performance of the duties and tasks assigned to you.

ENVIRONMENTAL CONDITIONS

The work environment conditions described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

This position primarily works in a temperature controlled office environment. Our office spaces include traditional office lighting as well as consistent and frequent noise, interruptions, and other similar distractions.

EMPLOYMENT STATUS

This position is typically classified as a non-union, non-exempt position, although the classification may change depending on the nature of the duties performed. CRPUD may also elect to classify the position as hourly, non-exempt even if exemption requirements would otherwise be met.

REPORTING RELATIONSHIP

This position reports to the Human Resources Manager.

This position does not supervise or direct the work of others.