

JOB DESCRIPTION

PATERSON BOARD OF EDUCATION

**HUMAN CAPITAL
1907 Employee Services Representatives
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**JOB TITLE: HUMAN CAPITAL EMPLOYEE SERVICES
REPRESENTATIVES**

REPORTS TO: Director of Employee Services

NATURE AND SCOPE OF JOB:

The Employee Services Representatives will support the district's efforts to hire and support staffing to ensure the needs of Paterson's students and schools are met. Reporting directly to the Director of Employee Services, the HC Employee Services Representative will be responsible for directly supporting employee requests and inquiries around employee benefits, leaves, sick and vacation time, salary verifications and general online updates and maintenance of employee records. The HC Employee Services Representative will also support the HC Partner in fulfilling requests for the schools regarding employee personnel information.

The ideal candidate will provide high levels of customer service with the ability to work efficiently. In addition, the candidate will leverage technical applications and tools as well as drive continual process improvements.

QUALIFICATIONS:

The Human Capital Employee Services Representatives shall:

1. Bachelor's Degree or equivalent professional experience
 2. Strong interpersonal and communication skills and experience
 3. Demonstrated success in providing high levels of customer service
 4. Ability to plan, organize, complete assigned work
 5. Ability to analyze and solve problems in a quick and accurate manner
 6. Proficient in data entry/management and accurate record keeping
 7. Excellent organizational skills and demonstrated ability to multi-task and prioritize daily tasks
 8. Experience working effectively with a wide range of constituencies in a diverse community
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9. Experience and proficiency with Microsoft Office products (e.g. Excel, Word, and PowerPoint) and other office productivity tools
10. Experience in an urban school district, preferred
11. General Knowledge of employment law and regulations, preferred
12. Ability to analyze and communicate analysis of data, preferred
13. Computer literacy (including HR management systems and Internet applications), preferred
14. Knowledge and experience with human resource management software such as EduMet; AESOP; Kronos and/or Applitrack, preferred.
15. Willingness to take on leadership role and "go the extra mile."
16. Bilingual, preferred.

VERIFICATION OF COMPETENCY:

1. District Application and resume.
2. Required documentation outlined in the qualifications above.
3. A minimum of three letters of reference from former employers, teachers, professors or other professional sources, or copies of recent evaluations and observations of teaching performance.
4. Official College Transcripts.
5. Employment interview.

EMPLOYMENT TERMS:

The Employee Services Representatives shall be employed under the following terms:

1. Work year of twelve months.
 2. Salary or hourly wage, benefits, and leave time as negotiated.
 3. Conditions established by all laws and codes of the State, and all policies, rules, and regulations established by the Board of Education (N.J.S.A. 18A:27-4 et seq.).
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JOB FUNCTIONS AND RESPONSIBILITIES:

The Employee Services Representatives responsibilities will include, but not be limited to the following:

Benefits and Compensation

1. Manage the district's benefits programs including healthcare, wellness programs, retirement/pension plans, etc.
2. Manage all new enrollments, changes and terminations including communication with vendors
3. Liaise with payroll in processing employee information, merit increases, promotions, transfers, etc. via entry in HR systems and completion of required forms

Compliance and Employee Information Management

1. Manage and coordinate all aspects of leaves of absence administration including advising employees, preparation and intake of forms, submission of forms, and any required employee/manager follow-up
2. Manage the attendance information management process including training for school based and department staff around time keeping and policies
3. Assist in keeping all school department's policies and procedures up to date
4. Maintain employee files in line with school department's policies and government regulations
5. Coordinate all aspects of the separation process including exit surveys issuance, separation paperwork (i.e. release agreements (when appropriate), and inform all applicable departments of changes (IT, Payroll, etc.)
6. Support confidential employee related processes and matters as required

Employee Customer Service

1. Provide responsive and superior customer service to both candidates and employees
 2. First point of contact for all walk-in and phone call support
 3. Provide reception desk coverage as needed
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Other

1. Support onboarding and hiring process, scheduling and coordination of new hire orientations
2. Conduct background screening as requested or assigned
3. Ensure employees are set up on all HR systems, reports as appropriate
4. Maintain confidentiality of all records and transactions
5. Process employment verifications
6. Maintain confidentiality and follow school department, state, and federal policies and procedures
7. Assist with special projects as requested or assigned

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.
2. Sit, stand and walk for required periods of time.
3. Speak and hear.
4. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
5. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
6. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

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ENVIRONMENTAL DEMANDS:

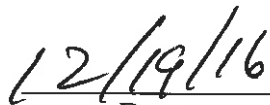
The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
2. Occasional exposure to a variety of weather conditions.
3. Exposure to heated/air conditioned and ventilated facilities.
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.

EVALUATION

The Chief Human Capital Officer shall evaluate the Human Capital Employee Services Representatives in accordance with Policy No. 3223, Regulation Nos. 3223.1 or 3223.2, this Job Description and such other criteria as shall be established by the Board of Education.


Approved


Date