

JOB DESCRIPTION

PATERSON BOARD OF EDUCATION

**HUMAN CAPITAL
1912 Human Capital Coordinator-
Processing and Customer Support
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**JOB TITLE: HUMAN CAPITAL COORDINATOR- PROCESSING AND
CUSTOMER SUPPORT**

SUPPORTS: Human Capital Partners

NATURE AND SCOPE OF JOB:

The Human Capital (HC) Coordinator- Processing and Customer Support position will perform the transactional processes and provide administrative support to the HC Partners in their goal to support the selection, hiring, and retention efforts of principals and hiring managers. The HC Coordinator- Processing and Customer Support is expected to perform these tasks efficiently while providing a high level of customer service. In addition, this position is tasked with finding and implementing efficiencies within these transactional processes in order to make the work more streamlined and less time-consuming. The HC Coordinator- Processing and Customer Support will be trained and equipped to complete all processes and transactions for all employee groups.

The ideal candidate will provide high impact staffing support to PPS schools and offices; work closely with HC Partners to connect the right teachers/employees with the right schools/departments; lead and coordinate the onboarding and hiring process; support the customer service effort for teachers and individual employees; and support recruitment efforts and events.

QUALIFICATIONS:

The Human Capital Coordinator- Processing and Customer Support 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.
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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.
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. Willingness to take on leadership role and "go the extra mile"
15. 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.
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EMPLOYMENT TERMS:

The Human Capital Coordinator- Processing and Customer Support 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.).

JOB FUNCTIONS AND RESPONSIBILITIES:

The Human Capital Coordinator- Processing and Customer Support's responsibilities will include, but not be limited to the following:

1. Work with HC Partners to provide human capital advice, assistance and follow-up to PPS teachers, principals, and staff.
2. Support school-level and departmental staffing efforts by reviewing vacancies, screening candidates, and providing administrative and transactional support.
3. Oversee the hiring and onboarding process which may require the coordination and collaboration with other departments; including: licensure, background check, document collection, and other hiring requirements
4. Provide school staff and employees excellent customer service by supplying correct information or forwarding calls to appropriate resources within the department if necessary
5. Support HC communication and change initiatives that go out to teachers from Human Capital (i.e. open enrollment, incentive payments, staff reductions, etc.).
6. Prepare and complete variety of management reports and metrics for employee data, primarily teachers.

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7. Compose correspondence, reports, memorandums, meeting agendas and other documents using word processing, spreadsheet, or presentation software.
8. Provide logistical and coordination support for key HC events, trainings, and meetings
9. Support the monitoring and update process around vacancy and staffing data including resignations, leaves, transfers, and promotions
10. Assist school administrators to ensure that staffing needs are met and staffing records are current.
11. Maintain regular meetings with Principals/Headmasters addressing their immediate staffing needs as well as potential staffing changes.
12. Assist the Recruitment and Staffing unit in recruiting high quality candidates.
13. Assist the Employee Services team with the processing of all paperwork/documents regarding the hiring, assignments, requests for leave and transfers.
14. Through process improvements and leveraging technology tools, ensure a high level of customer service to strategically support principals and hiring managers on all matters related to recruitment, selection, hiring, staffing, evaluation, development, and retention and be responsible for seeing inquiries through from start to finish.

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.

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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.

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 Coordinator- Processing and Customer Support 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.

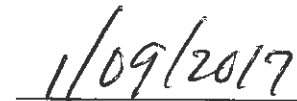
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Approved



Date