

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: HUMAN RESOURCES ASSISTANT

PAY GRADE: C-4

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

The Human Resources Assistant serves as the first point of contact for the Human Resources department, providing exceptional customer service to all visitors, employees, and external inquiries. This role is responsible for managing the front office operations efficiently and professionally, providing administrative support to the HR team, and ensuring a welcoming and helpful environment.

At the College of Central Florida, our vision is to be “Your first choice for quality higher education.” We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High School Diploma required. Associate's degree preferred.
2. Years of experience in the field: Two years of administrative office experience is required, with at least one year in human resources highly preferred. Higher Education experience is preferred.
3. Special skills or abilities related to the position: Possesses strong verbal and written communication skills. Demonstrates excellent interpersonal skills in both in-person and phone interactions. Maintains a positive and professional image. Adept at handling confidential information. Organized, detail-oriented, and capable of prioritizing tasks and managing time effectively in a dynamic environment. Ability to work independently and with a team. Ability to maintain complex records. General knowledge of the principles and practices of human resource administration. Knowledge of business principles, office management and record keeping with the ability to apply this knowledge to work problems and situations. Ability to adhere to strict deadlines on a continuing basis and function effectively under heavy workloads during peak periods. Possesses basic knowledge of office equipment. Proficient in Microsoft Office Suite.

ESSENTIAL JOB FUNCTIONS:

1. Serves as the first point of contact for the HR department, greets visitors, answers and directs phone calls, and routes inquiries to the correct HR staff member.
2. Manages the HR department's reception area, troubleshoots basic office equipment issues and reports more complex problems.
3. Monitors the department's budget expenditures, generates purchase orders and requisitions for billing processes, and manages the procurement of office supplies for the department.
4. Manages the HR department's calendar, schedules appointments, and assists with the coordination of HR events, meetings, and training sessions.
5. Manages the HR general email inbox, reviews incoming correspondence, responds to general inquiries, and triages complex matters to ensure all emails receive timely attention.
6. Organizes and logs interoffice mail flow (incoming and outgoing), triaging documents for HR staff, and managing the receipt and dispatch of mail.
7. Provides general administrative and clerical support to the HR team.
8. Provides inquiring employees with foundational information regarding HR policies, procedures, forms, and available resources. Addresses standard HR-related inquiries and refers more complex issues to the appropriate HR staff member for resolution.
9. Reviews and assists with tuition fee waivers and degree incentive requests.
10. Supports the talent acquisition process, assisting with inquiries from applicants, employees, and hiring managers and providing basic HRIS technical support.
11. Responsible for the complete lifecycle of employee personnel files: creating, maintaining, purging, and auditing, as well as leading the conversion to electronic format.
12. Audits scanned personnel files for accuracy, ensures correct filing, trains users on the scanning process, and regularly scans new personnel documents into the imaging system.
13. Processes requests for employment verifications and compiles the necessary documentation in response to public records requests and other internal and external requests.
14. Trains part-time HR staff in the use of HRIS systems and all duties related to the front desk operations.
15. Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed.

PHYSICAL DEMANDS:

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

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and a computer for extended periods.
- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Ocala Campus, Bldg #1

SUPERVISOR OF POSITION: Director - Human Resources