



HR Assistant Job Description - Internship

G L O B A L
Help Desk Services

Position: Human Resource Assistant (Internship)
Reports to: Director of Human Resources and President

Job Objective:

The purpose of the HR Assistant is to provide quality assistance and support in all areas of Human Resources and in regard to payroll with a high degree of confidentiality, propriety, responsibility, and accountability in a timely fashion. This position has 100% interaction with all employees including Director of Human Resources, President, Customer Relations Manager, Service Desk Manager, Team Leads, and all Help Desk Analysts.

Job Duties:

Provides administrative support to the Human Resources Director on all personnel matters and assists with payroll processing (if & when necessary).

Duties and Responsibilities:

- Performs customer service functions by answering employee requests and questions.
- Assists with benefits enrollment for new employees.
- Verifies I-9 documentation and maintains current filings (current and former employees).
- Conducts audits of various payroll, benefits or other HR programs and recommends any corrective action (Perfect Attendance Bonus sheet).
- Updates HR spreadsheets with employee change requests and processes paperwork.
- Assists with processing of terminations.
- Assists with projects such as updating Standard Operating Procedures for HR processes.
- Oversees Wellness Program with updates with employee changes.
- Verifies previous employment w/dates, job title as well as verifies educational background on resume or application.
- Assists with updating preparation of the performance review schedule, communicating with team leads and Service Desk Manager.
- Assists HR Director with various research projects and/or special projects.
- Assists with recruitment and interview process, occasionally standing in for Advisory Board meetings, Career Fairs, and meeting with schools with whom we have a working relationship.
- Schedules meetings and interviews as requested by Director of HR and HR Specialist.

- Makes copies, scans and faxes documents, and performs other clerical functions.
- Files papers and documents into appropriate HR and employee files and binders.
- Orders, maintains, and organizes office supplies in locked storage closet.
- Reconciles monthly benefits statements, checking for credits/new employees coming on plans.
- Assists or prepares correspondence.
- Prepares new employee files.
- Picks up and delivers mail from onsite mailbox (possible).
- Occasional errands to post office, bank, pick up items for office (Aldi's, etc.).
- Assist w/maintaining and stocking kitchen (Coffee & Supplies)
- Performs other duties as assigned.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things.
- Oral Communication—the individual speaks maturely, clearly, and persuasively in positive or negative situations, demonstrates group presentation skills and conduct meetings.
- Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively, and is able to read and interpret written information.
- Software Proficiency—the individual should be proficient in Outlook, Microsoft suite: Excel, Word, Power Point, etc.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently, and develops realistic action plans.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays, or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.