Job Description

PimaCommunityCollege

Position Title: Program Assistant, Human Resources

Job Group: Administrative Support   Job Level Group: Professional - Entry

FLSA Status: Exempt

Position Summary:

The Human Resources Program Assistant will provide general HR support in the HR Department. The Human Resources Program Assistant performs a full range of advanced clerical and office support duties to include, but not limited to, managing the Effective Remote and Flexible Work Initiatives/Programs and the HR Advisory Committee meetings; creating presentations in multiple formats; generating reports, requisitions, purchase orders, and monitoring invoices; updating and managing department files and records; schedules department meetings; involved in the STAR Project Management Office Team initiated by the STAR Team to Develop college-wide project management ways of working.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides administrative support to the Assistant Vice Chancellor for Human Resources by answering, screening and directing phone calls; reviews and responds to emails; prepares and proofs reports, letters, spreadsheets, personnel related paperwork, travel documents, and requisitions; coordinates meetings, and takes notes.

2. Assist the AVC of HR with Department goals/data using applicable software. Manages assigned online files and groups, including records management and communication tools.

3. Responds to complex requests for information as directed.

4. Coordinates communications for the Assistant Vice Chancellor for Human Resources. May coordinate media and community visits, facilities, and IT interface.

5. Interacts with faculty, staff, and the general public to answer questions concerning processes and procedures or confidential issues or concerns.

6. Keeps current with all policies and procedures and processes for College systems and serves as a clearinghouse for inquiries and support to these systems, making referrals to appropriate areas as needed.

7. Gathers, assembles, updates, and distributes a variety of department or college specific information, forms, records, ad-hoc reports and data as requested.

8. Tracks financial activity and departmental budgets; reviews financial transactions and other documents for accuracy and availability of funds; ensures compliance with laws and College regulations and policies. Prepares financial documents as requested. Ensures compliance with finance departments procedures and any applicable rules and regulations.

9. Supervises and evaluate part-time temporary staff to include prioritizing and assigning work; ensuring staff members are trained, making hiring, termination and disciplinary recommendations.

10. Provides support to the STAR Project Management Team. Provides information in STAR surveys for Effective Remote and Flexible Work Initiatives/Programs as needed.

11. Acts as primary contact regarding the Effective Remote and Flexible Work Initiatives/Programs. Ensures clear communication regarding program and coordinates inquiries for managers/supervisors and internal partners such as ESC and other departments. Produces and updates supporting documents as necessary for the Effective Remote and Flexible Work Initiatives/Programs. Tracks and monitors progress of program and provides data, feedback, and concerns to the AVC for Human Resources.

12. Coordinates projects with administrative leadership, supervisor, and related groups regarding budget, confidential records, and upcoming projects.

13. Participates and acts as a department liaison for the STAR Project Management Office Team. Attends scheduled meetings and follows through with assigned tasks and directions. Assists the designated Program/Project Manager for planning and delivery of a strategically important initiative. Provides bilateral communication and feedback regarding assigned initiatives. Provides recurring updates on project status.

14. Develops and implements training for staff including new hire orientations, new hire/change of location/retirement paperwork, facilities and IT access requests, new hire and annual training, and site location requirements. Functions as a liaison between faculty, staff, and the general public.

15. Updates confidential files and records for staff.

16. Orders and maintains materials and supplies.

17. Troubleshoot, advise and support staff and various departments (such as ABECC, IT, facilities, student affairs, campus and site offices, etc.) to implement, update and resolve technical problems including submitting and following up on IT tickets, FAMIS requests, purchasing, payroll, research requests and similar items.

18. Apply critical thinking and make decisions within the scope of the role including anticipating potential changes, concerns, and responses and then make appropriate adjustments.

19. Takes initiative, responds to changing priorities, and facilitates resolution of issues as they arrive.

20. Coordinates other support staff based on area organization including but not limited to arranging coverage, leading projects, site support and planning, operational support and planning. Provides feedback on these and related activities to administrators and other supervisors.

21. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices

2. Knowledge of internal and external customer service principles and practices

3. Knowledge and application of organizational and time management principles

4. Knowledge of business management and fiscal practices

5. Knowledge of project management principals

6. Skill in effective communication (both written and oral)

7. Skill in performing a variety of duties, often changing from one task to another of a different nature

8. Skill in positive, productive and flexible customer service

9. Skill in analyzing data and drawing conclusions

10. Skill in organization, coordination and management

11. Skill in budget/resource management

12. Skill in independent decision making

13. Ability to adapt and maintain professional composure in emergent and crisis situations

14. Ability to apply effective and accurate data entry and typing skills

15. Ability to develop and maintain effective and positive working relationships

16. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related area required
- One (1) year of related experience required
- One (1) to Three (3) years of related experience preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends
- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's