



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Senior Human Resources Support Services Specialist
JOB CODE: New
CLASSIFICATION: Non-Exempt
SALARY BAND / GRADE: 19
BARGAINING UNIT: FOPE
REPORTS TO: Supervisor, Personnel Records or Designee
CONTRACT YEAR: Twelve Months

POSITION GOAL:

The Sr. Human Resources (HR) Support Services Specialist provides administrative support through processing personnel action changes, completion of employment verification requests, imaging and maintenance of employment records, supporting the unemployment claims processing and providing service to employees and customers seeking information and assistance.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Sr. Human Resources (HR) Support Services Specialist shall carry out the essential performance responsibilities listed below.

- Provide support for District and school-based staff with all aspects of personnel administration for assigned areas of support, ensuring timely follow-up and disposition of requests.
- Safeguard the confidentiality of employee information entrusted to the HR Support Services department.
- Gather and review forms and other documentation received in the HR Support Services department for accuracy and completeness. Where applicable, follow up with the requestor for additional information and/or clarification as needed.
- Review submitted personnel change requests for conformance to policy and/or collective bargaining agreement. Follow up with immediate supervisor for clarification of contract/policy interpretation when necessary.
- Enter and update employee data in the Human Resources system, with a focus on accuracy and with attention to detail.
- Process personnel changes within assigned area of support, including new hire entry, separation of employment, pay rate changes, job changes, temporary reclassifications, department transfers, one-time payments, incentives and all other transactions required of the role.
- Review and validate personnel data reports, reporting errors and other findings to the Human Resources Information Systems Specialist.
- Collect and review teaching and work experience verification forms for accuracy and completeness and update employment records, as appropriate.
- Process employment and income verification requests in accordance to department policy, returning all verifications to the requestor within the approved upon timeframe.
- Ensure compliance with departmental record-keeping procedures, providing oversight for the receipt, imaging, and filing of documents into personnel files maintained within the HR Support Services department.
- Answer phones and greet employees visiting the HR Support Services department in a courteous and professional manner, making every effort to address and resolve issues efficiently.
- Respond to requests for information on HR programs, policies and processes from employees and the general public over the phone, in person, and via e-mail.
- Maintain a log of HR transactions, including date of request receipt, status of request, date of request disposition, and all other relevant information.
- Provide oversight for the research and resolution of data discrepancies and other identified issues associated with personnel transactions through review of employment files, follow-up with department administrators, etc.
- Provide support and assistance to HR Support Services Specialists and other clerical staff on escalated customer service and personnel issues requiring additional research and troubleshooting.
- Conduct audits of employee records and files for conformance to policy and processing standards. Document discrepancies and review findings with immediate supervisor.

- Work with payroll on the resolution of HR processing issues that interfere with the generation of paychecks.
- Collaborate with school and district administrators and the budget office on the resolution of position requisition issues that interfere with the hiring of new staff or the processing of job changes.
- Research issues with the HR System (i.e. SAP, I-Forms, etc.) that affect data processing. Partner with the Human Resources Information System Specialists to document and resolve HR system issues.
- Generate and distribute employee demographic reports in compliance with Department of Education requirements.
- Assist in identifying opportunities to streamline and improve Human Resources Services.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in training programs offered to enhance the individual's skills and proficiency related to job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to good safety procedures.
- Perform other duties as assigned by the immediate supervisor or designee.
- Follow federal and state laws, as well as School Board policies.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- A minimum of four (4) years within the last seven (7) years of experience in a human resources role, including responsibility for administrative tasks related to personnel transactions, record keeping, electronic records retrieval and storage.
- Demonstrated knowledge of Human Resources policies, procedures and practices.
- Demonstrated ability to effectively multi-task administrative priorities in a fast paced, high volume office setting.
- Demonstrated ability to communicate effectively, both verbally and in writing.
- Computer skills as required for the position, including experience performing data entry in a Human Resources Information System.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- Associate's degree in human resources or a related discipline.
- Prior experience entering and maintaining data within the SAP system, or similar HR/Payroll system.
- Bilingual skills.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Provide support and assistance to school-based and district employees, administrators, community representatives, legal agencies, and the general public on matters related to the maintenance and administration of personnel transactions, records management and retention, public records requests, unemployment compensation, employment verification, and all other HR support services.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.