



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Human Resources (HR) Support Service Assistant
JOB CODE: NEW
CLASSIFICATION: Non-Exempt
PAY GRADE: 15
BARGAINING UNIT: FOPE - Clerical
REPORTS TO: Human Resources (HR) Support Service Supervisor/ HR Administrator III
CONTRACT YEAR: Twelve Months

POSITION GOAL: The Human Resources (HR) Support Service Assistant provides administrative support for all clerical and administrative tasks within the HR Support Service department.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Human Resources (HR) Support Service Assistant shall carry out the performance responsibilities listed below:

- Enter and maintain a variety of information into the HR system or internal databases such as change of address, I-9 employment/work authorization, employment verification, tax information, check requests, purchase orders, invoices, cash receipts, employee salary and personal information.
- Serve as the point person for all employee issues and matters related to HR administrative processes and services.
- Respond to requests for employee information, including pay, absences, approved teaching and work experience.
- Resolve employee concerns relating to personnel records information.
- Perform file audits to ensure that all required personnel documentation is collected and maintained in the employee file.
- Process requests for Unemployment Claims, Subpoenas and Public Records.
- Prepare, organize and file documents within the employee's personnel file.
- Schedule and facilitate employee file reviews with employees, staff members, vendors and legal representatives.
- Answer telephone calls and provide information, as appropriate.
- Organize and track incoming mail and other documents by updating the internal database.
- Perform daily data entry and imaging.
- Generate and process lists, reports, requests for payments and a variety of other source documents containing various forms of information and organize such documents in a manner conducive to entry into the computer.
- Assist Data Entry Operators and General Clerks in the performance of their job duties.
- 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 the training programs offered to enhance the individual skills and proficiency related to the job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned by the immediate supervisor, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- A standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- A minimum of one (1) year within the last three (3) years of experience in an administrative or clerical support role.
- Basic knowledge of Human Resources policies, procedures and practices.
- Demonstrated ability to multitask and prioritize effectively.
- Demonstrated attentiveness to detail.
- Effective customer service skills.
- Effective verbal and written communication skills.
- Computer skills as required for the position, including experience performing data entry.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- Associates degree in Human Resources or a related discipline.
- Experience using SAP or other Human Resources Information System (HRIS) software.
- Prior experience entering and maintaining data into the HR system, or similar HR/Payroll System.
- Bilingual skills.

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

Frequent interaction with the general public, staff members, students, teachers, parents, and administrators, using tact and good judgment.

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.

Board Approved:

Board Adopted: