

GRADE: 10

DIVISION: OFFICE OF THE DIRECTOR – Employee Resource & Development

POSITION SUMMARY:

This role will be responsible for providing efficient and effective human resource support to the employees of the Tulsa Health Department. Working in the Employee Resource & Development division, the HR Administrator provides support in the functional areas of the Human Resources department. This may include responding to employee questions, updating, and maintaining employment records, coordinating routine employment screenings, administering HR programs, and performing administrative tasks. Works independently in performing assignments with standardized procedures while providing excellent customer service.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position but are not meant to be all-inclusive or prevent other duties from being assigned, when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Support the administration of our HR policies, procedures, and programs.
2. Acts as an administrator in our HR management software to maintain records, train users, troubleshoot and report technical issues, create process guidelines, and ensure compliance.
3. Maintains the THD Policies and Procedures manual by making required changes and updates. Notifies IT when changes are made to THD Policies and Procedures, ER&D Intranet Page, and HR forms so the Intranet and common draft can be updated.
4. Handles resignation, retirement, and termination process for employees, including Post Employment Health Plan, COBRA notification letters, exit interviews, and leave balances.
5. Assists employees with general HR questions/problems either in person, via email, or on the telephone.
6. Creates and distributes monthly/yearly reports.
7. Maintains the ER&D Intranet page and all associated online forms.
8. Notifies Division Chiefs when new employee probationations are due, including information on any required training that has not been completed by their staff.
9. Requests employee actions and probationary performance reviews from supervisors/division chiefs and follows up, as needed.
10. Processes, enters, and files Jury Duty and Military Leave for all employees.
11. Prepares, tracks, and organizes purchase orders, requests to purchase forms, legal intake forms, and vendor contracts.
12. Enters employee yearly performance reviews into HR Database.
13. Processes requests for cell phone stipends, employment verifications, and PSLF (loan forgiveness) applications for THD employees.
14. Assists HR Administration Supervisor entering all data in ABILA employee database which includes new employee information, information changes, salary changes, and performance reviews for all THD employees.
15. Acts as a back-up to the HR Specialist (recruiting) and Supervisor, HR Administration, when needed.
16. Approves for FMLA, donated leave, and LWOP in MICROIX.
17. Assist THD employees with Timesheets if issues arise in MICROIX.
18. Completes required training in support of duties and responsibilities of this position.

17. Completes other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education:

- High school diploma or equivalent required.
- Associates degree or relevant college coursework preferred. Bachelor's degree in business or human resources a plus.

Experience:

- 3-5 years of progressively responsible administrative work, preferably in Human Resources
- Two years of knowledge of working in a human resource office, recruiting, & HRIS experience, maintaining personnel and I-9 files, and general knowledge of employment practices preferred.
- Experience with Adobe Acrobat Pro.

Knowledge and Skills:

- Must be able to maintain a high level of confidentiality at all times.
- Proficient in Microsoft Word, Excel, Internet Explorer, and Outlook, with a working knowledge of PowerPoint.
- Ability to independently compose clear, concise correspondence.
- Knowledge of proper English usage, spelling, punctuation, and grammar.
- Excellent proofreading skills.
- Must be able to work independently with little direction and multi-task.
- Must be able to concentrate and pay high attention to detail.
- Ability to follow oral and written directions and work effectively with others as a team.
- Ability to solve practical problems, interpret instructions and perform mathematical calculations involving fractions, decimals, and percentages.
- Excellent interpersonal, customer service, and satisfaction-oriented skills are highly essential.
- Good reception and telephone techniques.
- Skills in planning and organization of multiple duties and projects.
- **Bilingual (Spanish/English) preferred.**

Licenses: PHR or SHRM-CP a plus.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with Executive Director, Chief Operating Officer, Legal Counsel, Division Chiefs, Supervisors, and staff.
- Frequent internal contact with other ER&D personnel to provide and gather information.

PHYSICAL EFFORT:

Must be able to lift materials, boxes of records, and equipment weighing up to 25-30 pounds. Some stooping, bending, and squatting may be required when retrieving files. Repetitive computer and telephone use. Sitting for long periods of time.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer hardware and software.

Reports to – Supervisor, HR Administration in Employee Resource & Development.

WORKING CONDITIONS:

Position will be located at the THD James Goodwin Health Center. Conditions include those found working in an office environment.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel.

FLSA Status: Non-Exempt