

**TURNING POINT OF LEHIGH VALLEY, INC.
JOB DESCRIPTION**

Title: Human Resource Assistant	Hours: 40
Pay Grade: 1 (\$16.00 - \$22.00)	FLSA Classification: Non-Exempt
Supervisor: Operations Director	Position Type: Full time, Non-Essential

POSITION SUMMARY:

Our Human Resource Assistant assists management and co-workers by handling daily office tasks as well as performing administrative duties related to the operations of Human Resources, including compliance with funding requirements for employees & volunteers. The Human Resource Assistant must have an entry level understanding of Human Resource competencies. This position will spend an average of 5% of work time conducting direct service activities. This position requires occasional availability during evening and weekend hours, as necessary, to meet program needs. Level 1 represents the basic expectations of the position, with Levels 2 and 3 recognizing experience, proficiency and the assumption of additional responsibilities.

LEVEL 1

CRITERIA:

All employees beginning employment with the agency or moving from another team within the agency to the Community Advocate position will be a Level 1.

TASKS:

- Complete 45 hours of Domestic Violence Training within one (1) month of the date of hire.
- Complete an additional ten (10) hours of training on domestic and intimate partner abuse issues annually.
- Serve as part of a staff team that shares reception duties in the Administrative office.
 - Answer Administrative Building door.
 - Accept, open and distribute Administrative Building mail according to internal controls policy.
 - Accept and immediately document monetary and in-kind donations according internal controls policy.
 - Sanitize doors and surfaces in the Administrative Building multiple times, daily and as needed.
- Maintain the HRMS/Payroll system, including:
 - Digitize & upload current and new employee documents
 - Run training reports & verify employee and volunteer compliance with training standards quarterly.
 - Notify managers of employees not on target in the quarterly training report.
 - Run reports and verify employee and volunteer compliance with certification and background check requirements are met by established deadlines.
 - Ensure information such as assets, contact information, and salary is up to date for each employee quarterly.
 - Provide technical assistance to employees when using HRMS system, including assistance with open enrollment, time keeping, training, etc.
- Management of recruitment & new hire documentation for employees and volunteers:
 - Post vacancy notices in various media outlets as needed.
 - Disseminate candidate information and ensure scheduling of job interviews.
 - Receive submitted applications for employees and volunteers and correspond with next steps.
 - Perform background checks on newly hired employees.
 - Coordinate prospective & new volunteer meetings & documentation of participation in training sessions
 - Prepare orientation packets for new employees and volunteers
 - Create and disseminate certificates of completion for training
- Maintain accurate schedule for meetings and appointments in Outlook for self and for recurring administrative meetings.
- Administer staff tenure awards.
- Provide weekly written status reports in the prescribed format.
- Occasionally travel off-site to deliver files and reports to various teams within the agency, go to the post office, etc.

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- Demonstrate through action a thorough knowledge of TPLV policies, procedures and processes required to effectively perform the job.
- Demonstrate through action concern and a working knowledge of domestic abuse and intimate partner issues including the empowerment model.
- Serve as part of the staff team in direct program service provisions including, but not limited to, Helpline and office/telephone coverage.
- Complete intakes for clients including having all required client documentation signed & uploaded into agency tracking systems within 24 hours.
- Attends and actively participates in monthly all staff meetings, monthly team meetings, and bi-weekly supervision meetings.
- In consultation with Director, spends one week annually working in another Level 1 position in the agency to broaden employee's knowledge and understanding of core services.
- Attends Turning Point's annual vigil in support of domestic abuse survivors.
- Assistance on special projects in furtherance of the mission of Turning Point, as may be needed and required, within the agency. Miscellaneous duties required in this position should not be underestimated. These duties are critical to the overall operation of the organization and reflect the team effort necessary to provide quality programs in a crisis setting.
- Other duties as assigned.

LEVEL 2 CRITERIA:

A Human Resource Assistant 2 will be proficient in and consistently complete all Level 1 tasks for at least twelve (12) months and:

- Demonstrate initiative during at least the prior three (3) months to proficiently assume and complete Level 2 responsibilities; and
- Continue to demonstrate consistent proficiency in all Level 1 tasks; and
- Have not had any corrective notice provided within 3 months of their anniversary date.

LEVEL 2 TASKS:

- Maintain employee safety, wellness, and health reporting.
- Assist in reviewing resumes and job applications.
- Initiate New Employee onboarding in HRMS.
- Assist director in providing new employee orientation.
- Assist in design as well as provide new employee non-DV training.
- Assist in identifying additional new employee non-DV training.
- Process quarterly grantor reports.
- Maintain agency Human Resource metrics.
- Assist in the updates to the employee handbook, policies and procedures and their implementation.
- Assist director with annual policy and benefit renewals.
- Participate in agency strategic planning.
- Demonstrate through action intermediate knowledge of Human Resource competencies.

LEVEL 3 CRITERIA:

A Human Resource Assistant 3 will be proficient in and consistently complete all Level 1 & 2 tasks for at least two (2) years and:

- Demonstrate initiative during at least the prior six (6) months to proficiently assume and complete Level 3 responsibilities; and
- Continue to demonstrate consistent proficiency in all Level 1 & 2 tasks; and
- Has not had any corrective notice provided within 3 months of their anniversary date.

CLASS 3 TASKS:

- Identify and implement additional orientation training necessary for new employees.

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- Provide new employee orientation.
- Create new employee non-DV training curricula.
- Ability to apply and advise managers in employee performance management principles.
- Update and implement policies, procedures including the employee handbook.
- Ability to advise managers in employee relations.
- Ability to apply and advise others in employment and labor law.
- Demonstrate through action advanced knowledge of Human Resource competencies.

QUALIFICATIONS:

- Minimum of three years' Human Resource administrative work experience.
- A high school diploma or G.E.D. required, a degree in HR, finance, or business administration is preferred.
- SHRM membership a plus.
- This position requires superb organizational and time management skills.
- Must be reliable and should accurately follow instructions and possess the ability to acclimatize in a fast-paced environment.
- Able to maintain strict confidentiality at all times.
- Fluency in English and another language is preferred.
- Possess a valid Pennsylvania Driver's License and ability to travel to off-site locations.
- Experience in the use and maintenance of office equipment such as computers, laptops, tablets, phones, fax machines, printers and copiers.
- Proficient in the following software: Microsoft 365, Microsoft Word, Excel, Outlook, PowerPoint, Adobe Acrobat, Teams and Zoom.
- Possess strong and effective written and verbal communication skills.
- Ability to deal with the public in a consistently professional manner.

PHYSICAL TASKS:

- Ability to work in an office environment with moderate noise.
- Ability to lift, push or pull up to 25 lbs. on a regular basis.
- Ability to frequently bend to file and maintain files, climb stairs, squat, and kneel.
- Ability to sit for 4 hours and/or stand for 4 hours continuously.
- Have the mobility to traverse a distance to reach a destination while carrying, pushing, or pulling up to 25lbs.
- Have the emotional ability to stand in front of people and deliver training or a presentation.
- Have the emotional ability to work with clients in trauma.
- Regularly speak clearly so listeners can understand as well as understand the speech of another person.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the above referenced tasks.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature:

Date:

Authorized Signature:

Date:

Turning Point of Lehigh Valley is an Equal Opportunity Employer