# Human Resources assistant

**Position Summary**

The Human Resources Assistant plays a critical role within the Human Resources Department, and in the company overall. Responsibilities include answering phone calls and recording messages, ensuring high quality customer service, maintaining filing systems which contain confidential personnel records, tracking employment applications, managing internal and external correspondence, and communicating necessary legal and regulatory Human Resources notices to all employees, as required by law.

**Required Tasks**

* Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager/supervisor.
* Ensure uniform and personal appearance are clean and professional.
* Maintain confidentiality of proprietary information; protect company assets.
* Assist other employees in ensuring proper coverage and prompt customer service.
* Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees.
* Speak with others using clear and professional language.
* Prepare and review written documents accurately and completely.
* Answer telephones using appropriate etiquette.
* Enter and locate work-related information using computers.
* Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
* Perform other reasonable job duties as requested by supervisors.

**Safety and Security**

* Report work-related accidents or other injuries immediately upon occurrence to manager/supervisor.
* Identify and correct unsafe work procedures or conditions and report them to management and security/safety personnel.
* Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.

**Policies and Procedures**

* Protect the privacy and security of customers and coworkers.
* Maintain the confidentiality of proprietary materials and information.
* Follow company and department policies and procedures.
* Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
* Perform other reasonable job duties as requested by supervisors.

**Communication**

* Speak to customers and co-workers using clear, appropriate and professional language.
* Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
* Prepare and review written documents (e.g., daily logs, business letters, memoranda, reports), including proofreading and editing written information to ensure accuracy and completeness.
* Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to the appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.

**Working with Others**

* Support all co-workers and treat them with dignity and respect.
* Handle sensitive issues with employees and/or customers with tact, respect, diplomacy, and confidentiality.

**Preferred Qualifications:**

* Education: High school diploma/GED equivalent
* Related Work Experience: At least 1 year of related work experience
* Supervisory Experience: No supervisory experience is required

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| **Analytical Skills**  Computer Skills  Learning | **Interpersonal Skills**  Interpersonal Skills  Diversity Relations  Teamwork  Customer Service Orientation | **Communications**  Communication  Listening  English Language Proficiency |
| **Personal Attributes**  Integrity  Positive Demeanor  Dependability  Presentation | **Organization**  Detail Orientation  Multi-Tasking  Time Management | **Computer Skills**  Microsoft Office Proficiency |
| **Administration**  Maintaining Confidentiality | | |