
HUMAN RESOURCES COORDINATOR

DEFINITION

Under general direction, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, job analysis and classification, compensation, training and development, and employee and labor relations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Officer. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification that performs a full range of human resources duties. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the Authority.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Assists employees and management with the interpretation and correct application of Authority employment policies, procedures, and programs.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development and maintenance of policies, regulations, and procedures; ensures applicable HR laws are considered and followed in daily staff operations.
- Supports the Human Resources Officer in researching, updating, and improving HR policies and procedures.
- Tracks staff training and development.
- Supports recruitment and hiring process and candidate quality control; implements successful new hire orientation and onboarding.
- Supports the administration of employee benefits programs, including plans such as retirement, health, life, dental, vision, long-term disability, employee assistance program, and Consolidated Omnibus Budget Reconciliation Act (COBRA); acts as liaison with various third-party benefits administrators and health carriers.
- Supports leave of absence programs, ensuring legal compliance.
- Responds to employee and retiree questions; interfaces with third-party benefit administrators to resolve claims appeals and provides guidance in policy interpretation and plan documents.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.

Santa Clara County Open Space Authority

Human Resources Coordinator

- Supports managers with the timely preparation of employee performance reviews. Tracks outcomes and completeness, processes related payroll and employment changes.
- Maintains HRIS database and other related databases and personnel files.
- Provides complex support to the Human Resources Officer; prepares staff reports and other necessary correspondence.
- Conducts a variety of organizational and operational studies and special projects; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Provides a high level of customer service to both external and internal customers; provides information to Authority staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Maintains accurate records and files; ensures storage of records and complies with retention schedules.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment and selection, equal employment opportunity, and affirmative action; ; training and development; employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Recordkeeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively interacting with staff, representatives of outside organizations, and members of the public, including individuals of diverse socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with Authority policies and procedures, complex laws, codes, regulations, and ordinances.

Santa Clara County Open Space Authority

Human Resources Coordinator

- Effectively represent the department and the Authority in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Effectively use Microsoft Office (Word, Excel, and PowerPoint)
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, or a related field and three (3) years of professional experience in human resources administration.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Santa Clara County Open Space Authority

Human Resources Coordinator

EFFECTIVE: July 2023
REVISED: N/A
FLSA: Non-Exempt
FORM 700: No