

POSITION GUIDE

Position Title: Program Assistant

Code:

Department: Human Resources Services

Group: NISUP ESPA Eligible, Non-Exempt, Zone 14

Reports to: HR Generalists

Date: March 2023

PURPOSE OF POSITION:

Provides accurate and timely support to the Staffing and Employee Relations Team in a fast-paced, digitally driven environment. This includes supporting all employment related activities from recruitment and onboarding through separation.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
 - ***professional and courteous verbal and nonverbal communication***
 - ***proactive problem solving***
 - ***embody the IU13 Keys to the Culture***
1. Maintains applicant tracking database and job postings in an accurate and timely manner.
 2. Supports the HR Generalists through all stages of the recruitment process in a timely, accurate and organized manner. This includes, but is not limited to, opening and closing job postings, placing advertising as requested, communicating with applicants, scheduling and sending interview invitations to interview teams, updating interview teams of any schedule changes, preparing interview materials, administering assessments and sending out requested notifications to candidates.
 3. Under the direction of the HR Generalist, manages all content for online video interview system including, but not limited to, creating and updating interview templates, scheduling interviews, providing first level system support for supervisors and candidates, etc.
 4. Effectively disseminates interview materials, according to record retention procedures, for both hired and non-hired candidates by uploading interview records to the appropriate digital storage systems.
 5. Conducts reference checks on identified final candidates in a timely and thorough manner.
 6. Provides back-up for the weekly new hire sessions for employees on their first day. This includes, but is not limited to, preparing new hire files, distributing the "Welcome" email to new hires, accurately entering new hire information into HRIS, notifying the HR Generalist and attendance office when an employee must be placed on Administrative Leave for incomplete paperwork, and uploading new hire forms to electronic personnel files.
 7. Retrieves/verifies clearances, per School Code. Distributes information to the HR Generalists/Project Director when a clearance reveals a record of criminal history or child abuse.
 8. Supports the assigned HRS Program Director with reconciliation of their BMO purchase card transactions, coordinating skill assessments for district requests, and other duties, as directed.
 9. Enters recruiting and hiring data information in an accurately and timely manner.

This is not a complete itemization of all facets of this position.

Page 1 of 2

10. Monitors the New Employee Referral Program. This includes reviewing applications, verifying referral forms, and sending payment lists to Payroll.
11. Assists with recruitment support activities for superintendent searches conducted by the IU13.
12. Assists the HR Generalists with job fairs including registration, processing vouchers, and preparing materials. Participates in job fairs on an as needed basis.
13. Answers incoming calls to the general Human Resources Services Department and directs calls to the appropriate personnel, as needed. Monitors the HR shared inbox and responds to emails in a timely manner. Additionally, monitors and responds to the HR document drop-off notifications.
14. Assists and serves as a back-up to other HR Program Assistants for all recruiting and hiring needs. This includes, but is not limited to, Credential of Competency process, New Employee Orientation, compliance tracking, ESY staffing, etc.
15. Attentively assists with the maintenance of electronic HR files and conducts various HR audits as directed.
16. Efficiently utilizes and maintains up to date technical skills with various software systems, web applications and virtual communication/meeting platforms, including but not limited to, Business Plus, OnBase, SharePoint, MFPs, Microsoft Office Suite, Frontline, Google Apps, Microsoft Teams, Zoom, etc.
17. Adheres to the established work schedule through regular and consistent attendance.
18. Proactively works as a team member to solve/assist with problems, issues and opportunities and performs other duties as assigned.
19. Follows all federal, state and local laws/ requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU policies and procedures.

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education:	High School diploma or GED: minimum 2 years clerical experience, HR experience preferred.
Skills:	Excellent organization, interpersonal communication, and time management skills required. The ability to work in a fast paced environment and handle highly confidential information appropriately with tact and diplomacy.

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities:	Sit: 80% Walk/stand: 20% Driving to other locations: as may be required
Lifting:	Up to 20 lbs., lifting of light boxes and office material
Vision:	Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpret, analyze, and problem solve

Environment: Hybrid work environment (normal office and home-based office)

This is not a complete itemization of all facets of this position.

Page 2 of 2