



Job Description

Job Title: **Employee Services Representative**
 Job Family: **Human Resources/Payroll**
 Pay Program: **Classified**
 Prepared/Revised Date: **October 9, 2007**

Job Code: **1309**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 26**
 Typical Work Year: **12 months**

SUMMARY: Responsible for receiving, verifying and inputting information into PeopleSoft HRIS from employee paperwork; providing customer service by receiving and responding to policies, procedures and master agreement questions; calculating various experience and pay figures for employees; maintaining personnel files on active and terminated employees; and verifying and providing information from employee files as requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Receive, verify and input information into PeopleSoft HRIS from employee paperwork, including such actions as new hires, account changes, transfers, pay changes, address changes, leaves of absence, separations, deductions and additional pay.	D	40%
2. Provide customer service to employees and all levels of staff by receiving and responding to questions regarding information contained in PeopleSoft HRIS, master agreements and Human Resources policies and procedures. Refer questions and/or requests to appropriate personnel if necessary.	D	25%
3. Calculate, based on appropriate contract language and documentation provided, previous experience credit, salary, pay steps, retro payments (if applicable) and stipends and create correspondence to all employees for any changes in salary/payments.	D	20%
4. Maintain personnel files on active and terminated employees, including maintaining, calculating and updating employee service dates and seniority dates; filing employee paperwork; integrating old files into new files for rehires; etc. Verify and provide information from employee files as requested per Human Resources policies and procedures.	D	10%
5. Perform other job-related duties as assigned, including providing coverage for Human Resources front desk; querying PeopleSoft to create ad hoc reports needed for payroll and recognition activities; entering data into PC for individuals participating in the Temporary Leave Sell Program; entering Additional Pay Activities into system for coaches, student group sponsors, etc.; and printing and obtaining signatures on contracts.	Ongoing	5%
TOTAL =		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Minimum of 6 years general clerical experience.
- Minimum of 3 years working with data base application systems. PeopleSoft preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Personal computer and keyboarding skills.
- Customer service and public relations skills.
- Problem solving skills.
- Attention to detail.
- Intermediate accounting and math skills and ability to perform salary calculations.
- Intermediate knowledge of Microsoft Office applications.
- Knowledge of or ability to learn comprehensive PeopleSoft system.

- Ability to work cooperatively with other departments to solve problems.
- Ability to analyze information and make correct assumptions based on acquired knowledge of appropriate contacts, policies, procedures and guidelines.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of and experience with PeopleSoft preferred; required within 2 weeks after hire.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Human Resources Director	3099

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budgetary responsibilities.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms				X
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Analyze			X	
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute				X
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	