

Job Title: **Employee Services Specialist**
 Job Family: **Human Resources**
 Pay Program: **Classified**
 Typical Work Year: **12 months**

Job Code: **1309**
 FLSA Status: **Non-Exempt**
 Shift Differential: **Yes**
 Pay Range: **12 months**

SUMMARY: Compile, analyze and input employee data in the PeopleSoft Human Resource Information System; 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, including electronic files, on active and terminated employees and verify and provide 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. Frequency and percentage of time may vary based on assignment.*

| Job Tasks Descriptions | Frequency | % of Time |
|---|----------------|-------------|
| 1. Compile, analyze and input employee data in the PeopleSoft Human Resource Information System, including, but not limited to, new hires, account changes, transfers, pay changes, leaves of absence, separations, deductions, position management, employee credentials and education and additional pays. Verify accuracy of paperwork submitted to HR for processing and ensure documentation is updated to employee's electronic personnel file. | D | 25% |
| 2. Provide excellent customer service to 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. Regularly update employee forms and instructions including but not limited to Employee Action Forms, Intermediate Step Increase, IHB Application, retirement stipend forms and salary placement guidelines and forms. Update internal tracking spreadsheets on an annual basis. Query PeopleSoft to create ad hoc reports as requested by stakeholders. | D | 20% |
| 3. Onboard employees recommended for hire by collecting and tracking new hire paperwork, provide communications with employee throughout the process, verifying start date with school administration, assisting in weekly orientations, verifying background and fingerprinting information and interfacing new hire personal and position information between applicant system and HRIS system. | D | 15% |
| 4. Collect, compile, analyze and calculate new hire salary placement based on appropriate contract language and documentation provided. Calculate retro pay if needed. Create correspondence to all employees for any changes in salary. Provide salary placement information and estimates to candidates and applicants interested in positions in the district. | D | 20% |
| 5. Serve as liaison between certified employees and the IHB committee. Collect, analyze, research and prepare IHB application submissions for review by the IHB committee. Guide employees with the policies and procedures and ensure proper documentation is submitted to support applications. Communicate IHB decisions to employee. Update employee hours and salary grades to reflect IHB approvals. | M | 15% |
| 6. Provide coverage for Human Resources front desk. | M | 2% |
| 7. Perform other job-related duties as assigned | Ongoing | 3% |
| | TOTAL = | 100% |

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Minimum of 3 years general clerical experience, including 2 years of data base application systems.
- Bachelor degree 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, District policies and building and department procedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems.
- 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 Processing Manager | 090507 |

| | 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 | |
| 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 | |