

PALATINE PUBLIC LIBRARY DISTRICT
JOB DESCRIPTION

TITLE: Human Resources Associate
REPORTS TO: Human Resources Manager

DEPT.: Human Resources
CLASSIFICATION: Non-Exempt

Objective:

Perform Human Resources related duties and a variety of administrative and support services under the direction of the Human Resources Manager. Performs responsibilities professionally and in accordance with the policies and procedures of the Library District.

Duties:

1. Responsible for processing, tracking and maintaining personnel and payroll records.
2. Provide staff with information regarding the Library's Human Resources policies, procedures, services and benefits.
3. Assist in the area of recruitment including processing background checks.
4. Assist in processing and tracking applicants.
5. Assist with on-boarding and off-boarding employees.
6. Conduct New Hire Orientation and Time Off Benefits Overviews, and other training sessions related to Human Resources.
7. Assist in the maintenance of benefit programs for employees.
8. Run reports in payroll software program as requested.
9. Assist in proofreading and review of job descriptions, policies, and other documents.
10. Assist in the planning and implementation of staff events.
11. Assume special projects for Administration and Human Resources Departments.
12. Serve on Library committees.
13. Serve as backup for Volunteer Coordinator.
14. Responsible for outgoing mail including operation of postage machine.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

Equivalent to 2 years of college or a specialized training program in the area of Human Resources.

Experience:

2 years related Human Resources experience required.

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy and appropriate speed

- Knowledge of and ability to carry out policies and procedures
- Ability to alphabetize correctly

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

Customer Service

- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to staff needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

Organizational

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and Managers.
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

Technology

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher and Internet Explorer)
- Knowledge about and/or experience communicating via social media channels
- Ability to troubleshoot minor problems with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

Legal

Knowledge of employment laws as reflected in library policy.

Supervisory Responsibility:

None.

Contacts:

Internal:

Library staff, management, Trustees

External:

Vendors, other libraries, and potential applicants and volunteers.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision, and keyboarding ability sufficient to adequately perform the job; ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

Working Conditions:

Work is performed in a typical library environment. Full or part-time position.

May require some weekend and evening work.