

JOB DESCRIPTION

Revised July 2017

Human Resources and Operations Assistant

Objective: The Human Resources and Operations Assistant will participate in providing and supporting the human resources and operations needs of the Greater Madison Convention & Visitors Bureau, and the Madison Area Sports Commission.

Department: Operations

Supervisor: Director of HR & Operations

Direct Reports: None

Indirect Reports: None

Job Classification: Hourly, non-exempt, full-time

Work Site Location: GMCVB Corporate Office

Overview of Responsibilities*

- Administer the recruitment process to include the following:
 - Assist hiring manager with job description creation or revision, as necessary
 - Post positions with required and requested hiring resources
 - Place recruiting ads, if necessary
 - Review applicant materials and follow up as necessary
 - Maintain AA applicant log and recruitment files
 - Conduct phone screens and recommend applicants to consider for interview
 - Schedule and participate in interviews as appropriate
 - Conduct reference checks and employment verifications
- Coordinate and schedule new hire orientations, and participate in the orientation process
- Prepare and process employee paperwork, including new hire and termination checklists
- Maintain personnel files in compliance with applicable legal requirements
- COBRA administration, to include initial notification, updates as needed, and termination packets
- Benefits administration, to include employee enrollment and changes
- Coordinate the annual performance review process
- Assist with organizational training and development efforts
- Serve as the primary administrator for Halogen (performance management system) and Purely HR (time off tracking), and serve as primary backup for the phone system (Managed IP)
- Provide general administrative support such as creating documents, spreadsheets and presentations; and planning, scheduling and coordinating meetings.
- Order office and operational supplies
- Work with facility vendors and service providers to insure the office is maintained and functions efficiently (i.e. janitorial service, shredding, supplies, carpet cleaning, etc.)

- Schedule and book travel plans for the organization (hotel, registrations, air fare, etc) and work with department managers to ensure travel expenses are properly coded
- Serve on the Fun Committee
- Complete other duties and projects as requested

*** The above is intended to describe the general content of and major responsibilities for performance of the position. It is not intended to be an exhaustive statement of job duties or requirements.**

Qualifications

- Bachelor's degree and 2-3 years of relevant experience, or equivalent combination of experience required.
- Previous HR experience with working knowledge of HR practices, basic employment law, and benefits administration
- Proficiency in computer based systems (Word, Excel, Outlook)
- Strong written and verbal communication skills
- Strong organizational and time management skills
- Proactive, anticipatory work style
- Commitment to quality and accuracy, to include excellent attention to detail

Competencies / Work Style

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Initiative - demonstrates initiative as a self-starter who observes plans ahead, uncovers solutions and makes recommendations and suggestions for improvements.
- Problem Solving – identifies and resolves problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal Skills – maintains strict confidentiality; remains open to others' ideas; exhibits willingness to try new things; and establishes and maintains effective working relationships.
- Planning/Organizing – prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.
- Dependability – is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Oral Communication – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills.
- Written Communication – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.

Physical Demands

While performing the duties of this job, the employee is required to sit walk and stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, and/or crouch. May be requested to lift materials of up to 45 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. Communicate effectively via verbal, audible and written means.



Work Environment

Heated and air conditioned open office environment. Noise level is usually low to moderate. May be required to occasionally travel and work off site.

Reasonable Accommodation

It is the policy of the GMCVB to provide reasonable accommodations to qualified individuals with a disability who are applicants for employment or employees to perform the essential functions of the job.

The GMCVB is an Affirmative Action/Equal Opportunity Employer