



Office Specialist III – Human Resources

Job Description

Department: Human Resources
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Benefits and Engagement Manager

Summary

Under general guidance and direction of the Benefits and Engagement Manager, provides administrative support of day-to-day human resource operations. Provides first-contact customer service and performs clerical and office support duties to expedite day-to-day operations of the Utah County Office of Human Resources Management. Incumbents at this level perform duties of considerable difficulty that involve some independent judgment.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide superior customer service; assist visitors and callers; receive, screen, and direct incoming phone calls for a multi-line phone system; assist visitors and callers by providing information and directing them in correct processes; provide initial response to questions, complaints, or problems following established communications and information sharing policies, practices, or procedures.
2. Monitor the Human Resources inbox daily; respond to all inquiries in a timely manner.
3. Interact with and supply information to job applicants, employees, department heads, and public and private agencies, as needed.
4. Function as initial point of contact for new hires.
5. Ensure timely completion and accuracy of new hire paperwork; verify I-9 documents; coordinate applicant drug screening and background checks; disburse additional background packets according to type of position and established procedure.
6. Prepare file and report new hires to Division of Workforce Services bi-weekly.
7. Ensure approved FMLA and leave without pay (LWOP) are entered appropriately in Workday; audit hours used on a bi-weekly basis; notify payroll of changes, as needed.
8. Perform HR office support duties; send and distribute mail; maintain office supplies; copy and bind orientation packets.
9. Maintain department and employee files and records; scan images and documents to store, modify, and retrieve by computer; copy documents, as needed.

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Job Title: Office Specialist III – Human Resources

FLSA: Non-Exempt

Effective Date: 9/14/2023

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

10. Maintain high standard of confidentiality of employee records and information; provide copies of file contents according to policy, GRAMA requests, or court orders; ensure files are only accessed by authorized persons.
11. Create and maintain County-wide employee personnel files; ensure proper filing of applications, personnel actions, and benefit and payroll forms.
12. Complete verification of employment forms and respond to requests for employee information according to policy.
13. Create Standard Operating Procedures for all assigned functions.
14. Make recommendations for modification to programs, as needed.
15. Exemplify the desired culture and philosophy of the organization.
16. Work effectively as a team member with the other members of management and the HR staff.
17. Other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of department policies and procedures
- Knowledge of laws, codes, and regulations relevant to work performed
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in Microsoft Office Suite
- Skilled in using various software programs unique to Utah County and/or Human Resources
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand broad objectives and follow general instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to create and maintain files, records, and reports
- Ability to make decisions free from personal bias
- Ability to maintain confidentiality
- Ability to work effectively under pressure

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. Work requires frequent contact with the public and employees, which exposes incumbent to others' illnesses and to individuals who may be angry,

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agitated, or otherwise upset. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands

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

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift office supplies up to twenty (20) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. Work hours are 8:30 a.m. to 5:00 p.m. There may be some flexibility, with prior authorization, to flex work time within the week. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of general clerical support and/or customer service work experience, of which two (2) years are directly related to the duties above.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with experience in an HR office environment.
2. Preference may be given to applicants who have a documented typing speed at or above the rate of thirty-five (35) WPM net.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

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AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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