

## Charter Management – Human Resource Administrative Assistant

### Job Duties & Expectations

#### Summary of Job

The HR Administrative Assistant performs administrative tasks in support of the HR services offered for TEAM employees. This team member serves as the primary internal and external point of contact for assigned TEAM employee on-boarding activities.

#### Job Duties

*The following job duties are not all inclusive. Employees will be required to perform other job-related tasks and responsibilities requested. Job duties and requirements may change as needed with or without advance notice.*

- Support the HR team with administrative needs, including triaging and responding to routine employee and client inquiries in a timely manner
- Set up new employees in TEAM's systems and review onboarding packets as necessary
- Serve as a backup contact for employees to complete onboarding tasks, such as collecting employment and payroll forms or following up on missing items
- Draft employee correspondence for new hires, status changes, and employment terminations
- Audit employee and account set ups, status changes, and employment termination changes in the payroll system
- Complete verifications of employment or unemployment/disability claim requests as needed
- Track and maintain updated information regarding employee leaves of absence and reach out to payroll specialists and/or employees as needed
- Perform other duties or projects as assigned in support of HR, Payroll, or Benefits operations
- Cross-train to support with the verification of employment eligibility for new employees
- Assist human resource and other departments with Spanish speaking calls

#### Expectations

- Demonstrate exemplary customer service skills in all interactions
- Ability to work independently in a fast-paced environment, prioritizing multiple tasks with competing priorities
- Excellent verbal and written communication skills
- Demonstrates strong attention to detail and produces high-quality work
- Exercises good judgment and decision to proactively research and escalate issues
- Demonstrates good teamwork and interpersonal skills
- Flexible and adaptable, able to take instruction from multiple avenues
- Proficient in Microsoft Word, Excel, and Outlook and able to learn and navigate other internal software systems quickly and efficiently
- Ideally, the candidate will be fluent in Spanish