



## JOB DESCRIPTION

<b>HUMAN RESOURCES COORDINATOR</b>	<b>FLSA Status: NON-EXEMPT</b>
<b>Latest Review Date: 09/2025</b>	<b>Department: INDIRECT</b>
<b>Effective Date: 09/2025</b>	<b>Reports to: CHIEF OPERATIONS OFFICER</b>

### POSITION SUMMARY

Contribute to the Mission and Vision of NEICAC by managing recruitment, onboarding, personnel records, compliance tracking, and employee relations. This role ensures adherence to employment laws and internal policies, facilitates staff training and recognition programs, and collaborates with leadership to maintain efficient Human Resources systems and procedures. The Human Resources Coordinator also plays a key role in benefits administration, reporting, and fostering a positive workplace culture. This position may perform regular duties at alternative sites with the permission of the Chief Operations Officer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

#### Agency Specific:

- Must maintain confidentiality at all times.
- Must always represent NEICAC in a positive and professional manner.
- Must attend training as requested to demonstrate a continued effort to grow professionally.
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation.
- Attend all agency-wide trainings.
- Must travel extensively within service area and occasionally out of service area.
- Establish a collaborative and communicative relationship with fellow staff.
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential.

#### Program Specific:

##### HR Systems & Documentation:

- Utilize the agency's HRIS and collaborate with the Chief Operations Officer to improve system efficiency.
- Maintain and update employee orientation materials and HR procedures.
- Monitor training, certification, and credential (driver's license, background check, physical, driving record check, etc.) deadlines, correspond with appropriate department staff on upcoming expirations, and update personnel files and HRIS accordingly.
- Collaborate with IT vendor to deploy required training via online software.

##### Recruitment & Onboarding:

- Collaborate with Department Directors to evaluate position needs, department structure, and anticipated future changes and make determinations for filling vacancies.
- Review and update job descriptions with program staff input prior to posting.
- Support recruitment efforts: post jobs, monitor applications, schedule interviews, and prepare interview materials.
- Conduct reference checks, background checks, and driving record checks.
- Prepare offer letters and coordinate pre-employment processes (e.g., physicals, drug screens).
- Conduct new employee orientation and 30-day check-ins.
- Ensure completion of all required documents for new and existing employees.
- Attend recruitment events and build relationships with community partners.

#### Employee Relations & Performance

- Monitor the performance evaluation process and review completed evaluations.
- Consult with Chief Operations Officer on performance concerns and disciplinary matters.
- Conduct and analyze employee engagement surveys and support culture initiatives.
- Plan and implement employee recognition activities.
- Prepare and distribute staff communications (e.g., policy updates, anniversaries).

#### Benefits & Compliance

- Coordinate open enrollment and submit employee data to insurance brokers.
- Ensure compliance with FMLA, ACA, ADA, and Section 504 requirements.
- Prepare Workers' Compensation reports and submit claims.
- Oversee Unemployment Insurance activities and participate in hearings.
- Maintain compliance with CSBG Organizational Standards and CHRI policy.
- Maintain HR related program compliance.
- Stay current on federal/state labor laws.
- Conduct site visits to ensure compliance with applicable state and federal laws (e.g. ADA, OSHA, DOL)

#### Records & Reporting

- Maintain and audit personnel files for legal and programmatic compliance.
- Assist with analysis and communication of legally required records.
- Complete employment verifications and respond to external agency requests.
- Prepare and submit reports related to employment and labor regulations.
- Ensure timely submission of department and requested reports.

#### Training & Development

- Plan and implement agency-wide and program-specific staff trainings.
- Assist with wage comparability studies and turnover data analysis.
- Collaborate with Chief Operations Officer to identify areas to improve procedural efficiencies.

#### General & Cross-Functional Support

- Establish collaborative relationships with internal staff and external stakeholders (e.g. IWD, Benefit Brokers)
- Facilitate NEICAC safety committee and participate in other agency or state committees.
- Open and distribute daily mail.
- Collaborate with the Corporation Secretary for personnel file maintenance and administrative support to the HR functions, as appropriate.

#### **SUPERVISORY RESPONSIBILITIES**

N/A

#### **REQUIREMENTS**

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.

#### **EDUCATION AND/OR EXPERIENCE**

Associate's Degree in Human Resources or a closely related field with 1-year of related experience is required. Bachelor's Degree in Human Resources or a closely related field with 1-year of related experience is preferred.

#### **PRACTICAL SKILLS**

The ability to collaborate in a positive and respectful way, maintain objectivity, and remain solution focused. Strong ability to think and reason independently, and to make critical judgments within agency and program guidelines. Strong

communication skills, including listening skills. Ability to manage multiple priorities. Strong computer skills are required. Must be able to learn and effectively use a variety of software, electronic devices, and databases.

#### **CERTIFICATES, LICENSES & REGISTRATIONS**

Must be bondable. Must have a valid driver's license and carry NEICAC levels of automobile insurance. Must satisfactorily complete a criminal records check prior to hire.

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

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

*The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.*

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

#### **EMPLOYEE SIGNATURE**

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature \_\_\_\_\_ Date\_\_\_\_\_

Print Name \_\_\_\_\_