



<b>Position Title:</b>	Employee Services Manager	
<b>Reports To:</b>	Associate Vice Provost, Human Resources	
<b>Department:</b>	Human Resources	<b>Job Code:</b> 0145-00E
<b>Prepared By/Date:</b>	Mary De Laosa/07-21-2007	<b>Job Group:</b> PEC
<b>Approved By/Date:</b>	Mary De Laosa/07-21-2007	<b>Salary Grade:</b> 15
<b>Revised:</b>	Jennifer C. Brito/05-26-2009	<b>FLSA Status:</b> Exempt

### **Summary:**

The Employee Services Manager will be responsible for the day-to-day activities of the Employee Services Team, through the supervision of ten (10) to fifteen (15) employees. This individual will oversee the efficient and effective implementation of, and compliance with, approved HR Operational procedures.

### **Essential Duties and Responsibilities:**

- Manages day-to-day operational activities, i.e. data entry into HR system, maintenance /digitization of Personnel files, tracking of visa expiration dates, document follow-up, incentive/service awards, etc.
- Participates in the selection and evaluation of staff, and ensures training is completed for new employees in the department, and all employees are trained on new policies and procedures
- Conducts research and provides recommended solutions for issues related to HR
- Serves as a resource to employees of the college by interpreting HR policies and procedures
- Performs other related duties as assigned

### **Knowledge, Skills and Abilities:**

- Knowledge of database programs and office automation
- Knowledge of Microsoft Office software
- Experienced with mainframe systems
- Possess highly developed analytical and business writings skills used in report preparation, data interpretation and policy and procedure development
- Possess excellent interpersonal and communication skills (oral and written)
- Ability to promote and maintain effective working relationships
- Possess strong supervisory, leadership, organizational, and problem solving skills
- Ability to take initiative and to work with minimal supervision
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

### **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 must occasionally lift and/or move up to 10 pounds. The employee is frequently required to stand; walk; talk and hear; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

This function/position has been designated as Essential. This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover and continue operations at the College.

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's Degree from an accredited college/university and six (6) years progressive Human Resource experience with at least three (3) years of supervisory experience and two (2) years experience with HR mainframe systems

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name