

Job Description



Title: HR Coordinator

Reports To: Associate Director of HR Services

Department: HR Services

FLSA Status: Non-Exempt

Employment Status: Full-time

About HRAnswerLink

We started with a simple idea: every organization, no matter how small, deserves great HR. At our core, we believe in helping our clients create great places to work.

Because of that, we take pride in doing the same within our own company -- a collaborative, creative, and innovative team headquartered in downtown Portland. Recently recognized as one of the best companies to work for both nationally and regionally, we embrace creativity and fresh ideas and encourage each employee to make a positive impact on the company and our clients every day.

We pride ourselves in work-life balance and caring for our employees. We offer a competitive and unique benefits package for our employees including a personalized paid time off program, medical/dental/vision employer-sponsored insurance, 401(k) plan with employer match, paid sabbaticals, paid volunteer hours, tuition reimbursement, a commuter benefit, and many more perks.

Job Summary

The HR Coordinator is responsible for researching, creating documents, answering phones, triaging client matters, and collaborating with the rest of the HR services team. The person in the role will write high-quality responses to client questions, collect necessary research on complex topics, edit documents, and review submissions that come through the ticketing system or via phone. The individual who fills this role needs to be comfortable working in a fast-paced, frequently changing environment with frequent interruptions. The HR Coordinator should be flexible quickly switching from one topic to another. This role has a variety of different growth opportunities within our Content and HR Consulting teams.

Essential Duties and Responsibilities

- Research HR and related topics for HR team to use when responding to client questions
- Answer, triage and transfer client calls with high level of customer service
- Assign client work based on expertise and availability
- Create, update and process tickets with accuracy on our platforms
- Collaborate and work well with others with interruptions in an occasionally loud environment
- Email and Phone communication of appointment reminders, follow-ups, and other communications
- Apply knowledge of client inquiries to develop and suggest content, site navigation and tech improvements
- Schedule meetings, calls, training sessions in multiple platforms
- Responsible for thorough and timely documentation and related requests through our systems
- Assist with process development, documentation, and overall workflow improvements
- Other tasks depending on the volume, needs and capacity of the HR Services department

Qualifications (Knowledge Skills and Abilities)

- HR experience or Spanish fluency are preferred qualifications
- 1 or more years of experience working in a Human Resources, customer service or research role
- Stellar customer service skills with a professional sense of compassion for complex situations
- Intermediate or greater Microsoft Office suite skills
- Excellent interpersonal, communication, and presentation skills
- Ability to build strong relationships and work well with peers, managers, and clients
- High level of discretion and ability to follow policies on confidentiality

- Ability to communicate with a wide variety of audiences
- Ability to meet conflicting deadlines, manage multiple priorities with minimal supervision
- Ability to work in a loud environment and manage distractions
- Strong reading comprehension, internet navigation and research skills
- Strong customer service skills; ability to listen to and understand complex HR issues
- Ability to organize and efficiently manage multiple priorities with a sense of urgency
- Ability to manage with heavy telephone, email, and other message format volume

Physical Demands and Work Environment

The work environment is often noisy with frequent interruptions. While performing the duties of this job, the employee is regularly required to effectively communicate via telephone, video call, and email. The employee is frequently required to remain in a stationary position and occasionally required to move from one location to another, inside or outside of the office. The employee is required to constantly use computer and office productivity equipment such as a desktop computer, laptop, tablet, printer, and calculator, as well as computer software such as the Microsoft Office Suite. The employee must frequently move up to 10 pounds and occasionally move up to 25 pounds. The office has an open floor plan and the noise level in the work environment is usually moderate to loud.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

HRAnswerLink is an Equal Opportunity Employer and complies with ADA regulations.