



## HR Specialist Job Description

### 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

**Title:** HR Specialist

**Reports To:** Associate Director of HR Services

**Department:** HR Services

**FLSA Status:** Exempt

**Employment Status:** Full-time

**Job Focus:** HR On-Demand Consulting Services

Our team is growing and we have a need for another HR Specialist to join the HRAnswerLink HR Services team! The HR Specialist works with our clients over the phone and responds to HR questions. This role has many opportunities to contribute on our team of professionals. The HR Specialist will also develop and customize employee handbooks, provide handbook consultations and create custom HR documents. This is all done in effort to make HR personal, approachable, and simple for our clients. This particular position requires a keen sense of prioritization combined with a well-rounded understanding of the HR field, including employee relations, wage and hour, leaves of absence, and benefits administration. The individual who fills this role needs to be comfortable working in a fast-paced, constantly changing environment, and must be flexible switching from one HR topic to another.

### Essential Duties and Responsibilities

- Consult with clients over the phone to help them address their HR issues, often at a moment's notice
- Answer client calls and communications to triage issue to determine who should handle
- Respond to clients' HR questions and document requests (by phone and/or in writing)
- Develop and customize employee handbooks for clients in all 50 states
- Create and build a productive, trusting relationship with clients
- Work with HR Content team to develop new tools and features for our clients to use through our website
- Collaborate with colleagues to constantly improve team workflow
- Other tasks as assigned

### Qualifications (Knowledge Skills and Abilities)

- 2 or more years of experience working in a Human Resources role with generalist responsibilities
- 2 or more years of experience managing HR functions in compliance with applicable laws and regulations
- Experience working with leave requirements or paid leave plan administration
- PHR or SHRM-CP HR Certification required (scheduled exam date is acceptable)
- Ability to produce a large volume of on-time and accurate work or output

- Keen sense of prioritization and follow-through
- High level of discretion and ability follow confidentiality protocols
- Strong customer service orientation and the ability to work well with others
- Excellent interpersonal, communication, and presentation skills
- Composition and word processing skills with Intermediate or greater MS Office skills
- Demonstrated experience in developing and reviewing HR policies
- Demonstrated experience in composing written explanations of employment law and employee relations issues
- Ability to see the “big picture”, but work with the details
- Strong Internet navigation and research skills
- Ability to reliably attend meetings, assignments and follow attendance expectations
- Strong customer service skills; ability to explain complex HR issues in an easy to understand way
- Ability to organize and efficiently manage multiple priorities with a keen sense of urgency

### **Physical Demands and Work Environment**

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) 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 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.