



VALLEY HEALTH TEAM

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JOB DESCRIPTION

POSITION:	HUMAN RESOURCES ASSOCIATE
REPORTS TO:	DIRECTOR OF HUMAN RESOURCES
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME NON-EXEMPT

BASIC FUNCTIONS:

The Human Resources (HR) Associate provides support to the Director of Human Resources, the staff members of Valley Health Team, and the community by providing the necessary information relating to recruitment positions, benefits and compensation, ancillary projects, and HR processes. This position is responsible for the general oversight of HR office functions such as filing, updating of personnel information, employment questions, etc.

DUTIES AND RESPONSIBILITIES:

1. Support the needs of the health center by providing personnel/employee relations support to all departments within Valley Health Team.
2. Support the customer service goals of the corporation by providing information and answering questions and requests appropriately.
3. Participate in recruitment effort for exempt and non-exempt personnel; help to coordinate the use of temporary employees by being the liaison between VHT and the temporary staffing agencies.
4. Support the Director of Human Resources in new hire process including scheduling of pre-employment physical/drug screen, start date, orientation dates, etc.
5. Provide employee with all pertinent paperwork and information forwarding benefit enrollment forms to insurance company.
6. Support team by creating and maintaining personnel/medical/credentialing files on new, existing and departed staff.
7. Provide information by maintaining Human Resources Information Systems (HRIS) records and compile reports from database as needed.
8. Support the recordkeeping process by generating documents that indicate personnel changes.
9. Replenish forms and materials necessary for the smooth operation of the department.
10. Revise Human Resources documents (e.g. procedural documents, etc.) by entering/retyping edited information.
11. Prepare work to be accomplished by gathering and sorting documents to be filed and/or archived in accordance with established VHT policies and procedures.
12. Provide accurate benefit information and forms by answering questions and requests for information, referring to Director of Human Resources when appropriate.
13. Conduct employment verifications (via phone and/or fax) within the established guidelines.
14. Receive, sort and distribute department mail.
15. Review and update health insurance plans invoices on a monthly basis.
16. Oversee the creation of electronic personnel file on new personnel by generating file in HRIS database.
17. Accurately complete payroll changes and maintain personnel/payroll databases and records by entering data from changes (e.g. employment report, change forms, W-4, etc.).
18. Prepare HR reports as designated by the Director of Human Resources by assembling and compiling data and running requested reports.
19. Secure staff data by coordinating and overseeing staff and supervisor requests for information in accordance with established VHT policies and procedures on information requests.
20. Maintain HRIS database and update employment changes as they occur by accurately completing data entry.
21. On a temporary basis, may be required to work at any satellite facility.
22. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
23. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.

24. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
25. Practice CICARE phone etiquette during all phone interactions.
26. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
27. Respect privacy and dignity of our patients, family members, visitors and co-workers.
28. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
29. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
30. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
31. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
32. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. High School Diploma or GED equivalency and an additional two (2) years extended education with focus on general office functions
2. Certificate or Degree in HR preferred
3. Minimum of two (2) years prior office experience; Two (2) or more years in HR or Administrative office setting preferred
4. Must be computer literate and have working knowledge of MS Office Suite (e.g. Word, Excel, Access, Visio, etc.)
5. Be self-motivated and have the ability to prioritize work and meet deadlines
6. Modern office practices and procedures (including email)
7. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
8. Must demonstrate integrity, sound judgment and strong leadership skills
9. Maintain and enforce the highest level of quality standards and customer service
10. Ability to be flexible with work schedule and available to work at all site locations
11. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage
12. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

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.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date