

Open Position

Program:	NCO Support Services – Human Resources
Position:	Human Resources Technician I-II
Rate of Pay:	I: \$23.25 to \$30.23 per hour, II: \$26.02 to \$33.83 per hour (Depending on Qualifications)
Hours:	32 to 40 hours per week, 12 months/year
Benefits:	<p>401(k) Retirement Plan Paid Health Leave Paid Vacation and Holidays* Medical, Dental, Vision and Life Insurance* Employee Assistance Plan</p> <p><i>401(k) Retirement Plan all NCO employees eligible to participate upon hire. *Medical, Dental, Vision, Life Insurance (within 60 days of hire) for regular status employees working 30 or more hours per week. *Paid vacation and holidays for regular status employees.</i></p>
Application Closing Date:	October 5, 2022 at 5:00 p.m.
To Apply:	<p>A completed NCO Employment Application form is required to apply. The application form is available at our website: https://www.ncoinc.org/join-our-team/ or by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah.</p> <p>Education Transcripts for positions that require ECE or CDV units must be attached with your application to be considered.</p>
Submitting an Application:	<p>By Email: HumanResources@ncoinc.org By FAX: 707.467.3213 By mail or hand delivery to: NCO, Inc., Attn: Human Resources 413 N. State St., Ukiah, CA 95482 <i>Applications must be received by NCO by the closing date. Postmarks are not accepted.</i></p>
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
All applicants for Head Start Child Development Program positions must review the NOTICE on page 6 of the NCO Employment Application that includes the background screening and health screening requirements	

*See our Website for full job description details & to print application
[HTTPS://WWW.NCOINC.ORG/JOIN-OUR-TEAM/](https://www.ncoinc.org/join-our-team/)
Equal Opportunity Employer*

We invest in people through community action.

North Coast Opportunities, Inc.
413 N. State Street, Ukiah, CA 95482
POSITION DESCRIPTION

POSITION TITLE:	HUMAN RESOURCES TECHNICIAN I – II
PROGRAM/DEPARTMENT:	SUPPORT SERVICES
REPORTS TO:	DIRECTOR OF PEOPLE & CULTURE
SUPERVISORY RESPONSIBILITY:	NO
FLSA/IWC STATUS:	NON-EXEMPT
WC CODE:	8742

I. GENERAL DUTIES AND RESPONSIBILITIES

Under general supervision, the HR Technician I – II (HRT) participates in the review and development of all Human Resources Department initiatives, policies, procedures and systems. The HRT is responsible for maintaining at a minimum a basic ability to perform tasks in all key HR areas as well as an in-depth knowledge level for all assigned primary areas of responsibility. The HRT represents both the employee and NCO in the performance of a wide variety of moderately difficult technical functions and maintains a high level of confidentiality at all times. Regularly communicates with community members, employees, supervisors and directors; and occasionally with vendors and board members.

II. SPECIFIC DUTIES AND RESPONSIBILITIES

1. Is responsible for maintaining at a minimum a procedural knowledge level to perform basic tasks in all key areas of the HR Department including: recruitment and on-boarding; personnel records management; position description analysis and classification; benefit and wellness programs; ergonomics, safety and worker's compensation; and procedures, policies and legal compliance.
2. Is responsible for maintaining an in-depth knowledge and understanding of all procedures, policies and as appropriate legal requirements for assigned primary areas of responsibility.
3. Supports all program and project staffing needs by facilitating the recruitment process in accordance with established procedures in a timely and accurate manner; provides administrative and document support to designated hiring program or department staff as appropriate throughout the process.
4. Performs a variety of administrative tasks both routine and non-routine as directed such as: creating and maintaining personnel records and files; completing paperwork related to onboarding, layoff and termination of employees; performing data entry in the agency's HRIS program s and/or spreadsheets; ordering supplies and/or printing materials, brochures and personnel policy handbooks; drafting letters or memos for single or large group distribution; responding to emails and phone calls; and completing and filing forms and other paperwork.
5. Ensures NCO remains in compliance with all applicable laws and timelines by filing related reports and posts notices (e.g. EEO, OSHA Log 300, etc.) at sites as required.
6. Prepares and distributes reports to directors or other designated staff at established time intervals.
7. Assists employees with all aspects of their NCO offered benefits enrollments; provides referrals to resources as appropriate; supports Director of People & Culture with the planning and coordination of the annual open enrollment process; provides general information regarding available voluntary benefits such as for Aflac and REACH.
8. Receives reports of job-related injuries, reporting incidents to and responding to inquiries from NCO's worker's compensation carrier in a timely manner; answers questions and provides information to employees and designated program staff regarding job-related injuries and leaves; maintains file notes.
9. Provides assistance to current and former employees with registration in and access to the agency's HRIS program.
10. Acts as the coordinator between employees and program staff with regard to leaves of absence; tracks protected leave entitlements; answers questions and provides information to employees and designated program staff related to leaves, benefits, payroll, etc.
11. Enrolls employees in NCO's 401k plan; distributes forms and answers questions regarding overall administration and about making changes to employee contributions.

12. Stays current on laws and NCO policies related to employment and record-keeping including hiring and termination; leave and benefit administration; and as appropriate, pay and wages.
13. Responds to all inquiries and requests for assistance by current and former employees in a timely, helpful and professional manner.
14. Responds in a timely manner to other agencies related to unemployment and disability claims.
15. In coordination with HR team and other NCO staff members, organizes and manages new employee welcome and benefits orientations and annual All Staff events; may assist with coordination of various recognition events and mandated training programs including annual IIPP required subjects, harassment prevention, etc.; may prepare materials, certificates or procure other items for events as directed.
16. Maintains a current procedure manual for all primary assigned responsibilities.
17. Follows agency policies and procedures in the performance of all duties and responsibilities.
18. Performs research and special projects as assigned related to all key HR areas; reports on and makes recommendations for suggested and/or mandated policy, benefit and procedural changes.
19. Maintains the confidentiality and integrity of employee, department and organization information.
20. Attends scheduled meetings, trainings and conferences as necessary to maintain required knowledge and skill level for position.
21. Aligns work behaviors with NCO's Mission, Vision and Values.
22. Work Habits:
 - Arrives at work on time and obtains approval from supervisor for planned absences or any changes in work schedule.
 - Treats co-workers and clients with respect.
 - Maintains a high level of confidentiality in all aspects of work and in alignment with NCO's policies and procedures.
 - Represents NCO and its programs to the community in a positive light.
 - Follows the NCO Injury Illness and Prevention Plan, as well as all Agency and program safety protocols, procedures, and policies.
 - Is able to stay focused on the job.
 - Takes pride in creating an efficient, collaborative work environment.
 - Is able to constructively adapt to change.
 - Dresses appropriately for the assigned job duties and responsibilities.
23. Performs other duties as assigned.

III. JOB QUALIFICATIONS

1. Level I: An Associate degree from an accredited school in human resources, business administration or a related field OR an equivalent combination of education and work experience in human resources or business administration PLUS two years' experience working in the administrative services or customer relations field is required. Prior experience in human resources is preferred.

Level II: A Bachelor's degree from an accredited school in human resources, business administration or a related field OR an equivalent combination of education and work experience in human resources or business administration PLUS four years' experience working in the administrative services field is required. A current HR credential (e.g. PHR or PHRca from the HR Certification Institute) is preferred.
2. Must possess excellent written and spoken English communication skills; Spanish-English bilingual abilities preferred.
3. Must be highly proficient in use of standard office equipment, computers and a variety of software programs including web-based platforms; must have excellent keyboarding skills and be very familiar with word processing, email and spreadsheet programs; prior experience with Human Resources Information Systems (HRIS), presentation and database management and record keeping programs are preferred.
4. Possession of excellent interpersonal relationship building skills and the ability to work cooperatively and professionally with NCO staff members and contractors, other agencies and organizations and community members.

5. Must have the ability to maintain confidentiality as pertains to information, documents and sensitive situations.
6. Prior experience giving effective presentations and/or trainings to small- to medium-sized groups is highly desired.
7. Possesses strong organizational and time management skills; an ability to effectively prioritize and complete multiple duties and projects in a timely manner; and the ability to work independently with minimal supervision as well as be an effective member of a collaborative team.
8. Must possess the ability to communicate and work well with people from a variety of backgrounds, cultures and education levels.
9. For work-related driving, employee must have: a current, valid California driver's license, a driving record that demonstrates the employee is a safe, appropriate driver as verified by a DMV print out; and, proof of personal automobile insurance; or reliable transportation with proof of automobile insurance.
10. This position is funded by NCO's Indirect Cost Pool which includes Head Start program funds and is therefore subject to the Head Start COVID-19 Vaccination Mandate. Employment in this position is contingent upon receipt by the Agency of proof of full vaccination against COVID-19 or the granting of an exemption for either medical reasons or a sincerely held religious belief as requested in accordance with NCO's policies and procedures.
11. Employment is contingent upon completion of a Criminal Record Clearance as required by the Head Start Standards and/or contract terms and as demonstrated by providing a receipt to the Agency from the screening organization performing the background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, and communicate clearly.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may regularly lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.
5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid state issued driver's license and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors and contributors is a frequent aspect of this job.
8. The employee will frequently use computers and computer printers, telephones and other similar electronic office equipment.
9. The environment can occasionally be noisy and include the comings and goings of small children and their families.

Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.