

City of Allentown  
Position Description

Class Title: Human Resources Coordinator  
Grade Number: 10N  
Department: Human Resources  
Bureau: N/A  
Union: None

GENERAL PURPOSE:

Performs a variety of administrative and professional work in coordinating the human resources program of the City of Allentown, including sick occasion tracking, managing personnel records, responsible for addressing inquiries and resolving complaints by providing customer and clerical support for the department and other office management responsibilities. Utilize excellent verbal and written communication skills to disseminate information to employees, professionals, and general public.

SUPERVISION RECEIVED:

Works under the supervision of the Deputy Director of Human Resources.

SUPERVISION EXERCISED:

May exercise supervision over clerical, temporary or other staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Interacts with employees, supervisors, and managers of Bureaus and Departments in support of city functions to inform and interpret departmental needs as it pertains to the City of Allentown requirements.

Greets guests in a professional, friendly, and hospitable manner; answers routine questions from employees and the general public or directs to appropriate managers or offices when necessary.

Maintains the city's tuition reimbursement and certification program

Answers frequently asked questions and fields questions and complaints from applicants and employees; refers more complex issues to appropriate HR staff when the issue is beyond their knowledge

Interacts with customers via telephone and email to provide support and information

Provides clerical support for the HR department including answering phones, processing payments and PO's, and contract entry

Participates in development of department's goals, objectives and systems.

Retrieves, sorts, and maintains personnel records and the HR filing systems.

Assists in evaluation of reports, decisions, and results of the department in relation to established goals. Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.

Participates in administrative staff meetings and attends other meetings and seminars.

Maintains city organizational charts and employee directories. Maintains HR Information Systems records and compiles reports from database.

Assists Human Resources staff with projects as required during peak times.

Other job duties as necessary. Performs related work as may be required.

#### MINIMUM QUALIFICATIONS:

##### Education and Experience:

- (A) Associates Degree in Human Resources Management, or a related field preferred.
- (B) One to two years in office administration background with broad knowledge of employment, compensation, organizational planning, employee relations, and training and development.
- (C) One year experience in Human Resources preferred.
- (D) Equivalent combination of related education and experience.

##### Necessary Knowledge, Skills and Abilities:

- (A) Knowledge of personnel and benefits practices and procedures, including, but not limited to benefits administration, recruitment and selection, basic labor relations.
- (B) Knowledge of computers and computer software, with ability to apply this aptitude in word processing, Excel spreadsheet development, and Word document merges.
- (C) Thorough knowledge of proper records management, retention of records and cataloguing of files.
- (D) Ability to maintain confidential and sensitive information.
- (E) Ability to prepare and analyze comprehensive reports, carry out assignments, and administer existing and proposed programs.
- (F) Ability to communicate effectively verbally and proficiently in writing with various employees, Bureau Managers, labor unions and the general public.
- (G) Ability to learn and apply personnel policies and procedures of the City of Allentown, insurance plan benefits, programs and other policies.

- (H) Ability to handle stressful situations.
- (I) Proficient in written and spoken English.
- (J) Able to work successfully and productively in a team environment or independently and handle with multiple tasks effectively.
- (K) Strong ability to perform well and be unfailingly diplomatic in a high pressure and complex environment.
- (L) Results- and people-oriented; but have sound judgment and the ability to balance other business considerations.
- (M) High energy level, ability to multitask, establish priorities, work independently.
- (N) Excellent communication and interpersonal skills with the ability to listen effectively, respond appropriately and maintain mutual comfort level while relating to a diverse workforce.
- (O) Excellent problem-solving skills with the ability to envision and deliver innovative solutions, while adhering to strict deadlines.

#### TOOLS AND EQUIPMENT USED:

Requires intensive daily use of personal computer, including word processing, database and spreadsheet programs; calculator, telephone, copy machine, and fax machine.

#### 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 is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### 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.

The noise level in the work environment can vary.

#### SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.