



## **JOB TITLE: HR SERVICE PARTNER**

Classification: Confidential  
Salary Range: 9

Retirement Type: PERS\*  
Revised/Board Approved: January 16, 2018

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**CONFIDENTIAL STATUS:** This is a confidential position as defined in the Government Code, Section 3540.1. "Confidential employee" means any employee who, in the regular course of his or her duties, has access to, or possesses information relating to, his or her employer's employer-employee relations.

### **BASIC FUNCTION:**

The HR Service Partner provides advanced support in a shared-services office environment to ensure HR-related transactions are handled with a high degree of expertise, customer satisfaction, and timely response and resolution. This position serves as a central point of contact for the faculty, staff, managers, and administrators of assigned divisions. This position helps resolve moderate to complex work-related problems, issues, and complaints; advises administrators, directors, managers, and supervisors on the application of HR-related policies, procedures, and guidelines. Consults with the Director of Human Resources as needed. This position interacts with Payroll, external vendors, faculty, and staff to facilitate the exchange of information and to assist in resolving a variety of employment matters. Prepares mandated and other operational reports, including Board Agenda items for academic and classified actions. This position reports to the Director of Human Resources.

### **REPRESENTATIVE DUTIES:**

Input, update, and maintain accurate data in all HR-related information systems including the Los Angeles County Office of Education Human Resources System (HRS), the District's HR system (Colleague), an online applicant tracking, and other databases/systems. Establish and assure accuracy of HRS tables, codes and input guidelines. Create or order reports upon request.

Partner with hiring administrators, directors, managers, and supervisors on recruitment efforts, job offers, and on-boarding of new employees. Coordinate recruitment document processing for academic and classified positions; process requests for new personnel; generate data regarding recruitments. Organize materials for screening applicants. Review applications to determine qualifications and refer qualified applicants to search committee. Recommend to hiring managers salary placement of prospective employees.

Serve as a resource to employees by interpreting, guiding, and recommending best practices on District and labor-contract policies and procedures. Serve as a technical resource on minimum qualifications, faculty service hours, and instructor eligibility. Evaluate and analyze inquiries/transactions and determine the appropriate resolution. Escalate requests for exceptions to supervisor or other HR personnel with the appropriate expertise. Ensure that all cases, issues, complaints are followed-through to resolution.

Process a variety of payroll and personnel documents for new faculty and staff. Make necessary computations, gather and provide all pertinent data, including backup documentation as needed.

Address problems and incomplete payroll and personnel paperwork as appropriate. Ensure paperwork is accurate, processed in a timely manner, and in compliance with District policies/procedures and federal/state requirements.

Set up and maintain confidential employee files and records in accordance with established guidelines and procedures. Ensure files of terminated employees are properly archived. Ensure that employee and applicant records are stored in compliance with record retention policies.

Provide information and assistance in person or on the telephone to district personnel, staff and the public regarding a variety of personnel matters, such as job availability, personnel regulations, policies and procedures.

Prepare, review, monitor and assure accuracy and timeliness of Board agenda items required to authorize personnel actions.

Prepare job announcements for all types of classifications. Review job announcements for completeness, accuracy, and appropriateness. Provide for advertising of positions in various media and distribution of announcements as appropriate.

Administer assessment tests as required.

Prepare all full-time academic contracts. Collaborate with Academic Affairs to ensure faculty titles and qualifications are accurate in the course catalogue. Ensure FSA (Faculty Service Area) information for all full-time faculty is accurate in the personnel file.

Establish and maintain accurate and up-to-date internal tracking systems to monitor a variety of HR-related matters (i.e., TB assessments, step increases, tenure/promotion dates, coursework approvals for salary advancement, lateral transfer requests, etc.) to ensure compliance.

Perform special projects over a broad range of Human Resources activities at the request of supervisors involving data gathering and analysis, report generation, and recommendations for action as appropriate. Coordinate and assist in other projects, programs, and activities as assigned.

Provide guidance and training to other Human Resources staff and/or student workers with short-term work assignments or projects. Assist in training or scheduling work assignments as required. Oversee the work of other employees entering data into HR-related systems, reviewing for accuracy and timeliness.

Remain current on HR-related software; generate communications and offer trainings on HR systems and procedures as needed or upon request.

Maintain currency and compliance with all District policies/procedures and federal, state, and local laws related to employment law and human resources best practices.

Performs other related duties as assigned or requested.

## **JOB QUALIFICATIONS:**

### Education and Experience:

Any combination equivalent to two years college-level course work and four years of related human resources experience.

## **OTHER QUALIFICATIONS:**

### Knowledge/Areas of Expertise:

HRS and applicant tracking software applications and operation of a computer.

Principles of training and providing work direction in the proper operation of automated systems.

Methods, practices, terminology and procedures used in the Human Resources Division.

Recruitment, placement and processing of employees.  
Applicable sections of State Education Code and State and federal laws, codes and regulations concerning employee recruitment, placement and record-keeping.  
Interpersonal skills using tact, patience and courtesy.  
Record-keeping techniques.  
District organization, operations, policies and objectives.  
Modern office practices, procedures and equipment.

Abilities/Skills:

Coordinate overall direction, monitoring and support to Human Resources automated systems.  
Provide support for processing employment-related data.  
Coordinate academic and classified recruitment functions.  
Prepare Board Agenda items for academic and classified actions.  
Process new employees according to established procedures.  
Assure compliance with District, County, State and federal regulations and guidelines concerning assigned human resources functions.  
Interpret, apply and explain rules, regulations, policies and procedures.  
Prepare and maintain confidential personnel records and files.  
Provide information and assistance to employees, supervisors, visitors and others.  
Operate a variety of office equipment including a computer terminal.  
Establish and maintain cooperative and effective working relationships with others.  
Plan and organize work.  
Meet schedules and time lines.  
Work independently with little directions.

**WORKING CONDITIONS:**

Office environment  
Subject to constant interruptions.  
Dexterity of hands and fingers to operate office equipment.  
May sit for extended periods of time using a personal computer.  
Hear and speak to exchange information on the telephone or in person.  
Lift up to 25 lbs.  
May be exposed to confrontational situations when explaining or implementing District or departmental policies, procedures, and/or state and federal laws.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.