JOB DESCRIPTION

PROGRAM: **STEP Administration**

JOB TITLE: **Human Resources/Fiscal Assistant**

PAY GRADE: **6**

JOB SUMMARY

This administrative position provides a broad range of support to the Human Resources and Fiscal Departments of a large, multi-faceted nonprofit agency. The position supports the agency's commitment to an employee-oriented culture by assisting with human resources, payroll, records management, data entry, report preparation, customer service, and administrative coordination activities. Responsibilities include maintaining personnel and fiscal records, preparing documents and reports, supporting recruitment and onboarding processes, and assisting with payroll and other fiscal functions. The position requires strong organizational skills, attention to detail, proficiency with office technology, and the ability to maintain the confidentiality of personnel and financial information.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: Chief Human Resources Officer

ESSENTIAL QUALIFICATIONS

- ❒ Associate's degree specializing in accounting, business, human resources, office administration, or a related field;
- ❒ At least six (6) college or university credits completed in accounting;
- ❒ At least one (1) year of related work experience;
- ❒ Experience using accounting, payroll, or enterprise resource planning (ERP) software preferred;
- ❒ Experience working with financial, accounting, payroll, or bookkeeping records preferred;
- ❒ Strong communication skills including listening, understanding, informing and speaking; amiable disposition, and ability to remain professional when dealing with telephone callers or visitors;
- ❒ Strong knowledge of English grammar, punctuation, and spelling as demonstrated by above-average writing skills;
- ❒ Demonstrable experience with creating databases and/or spreadsheets, utilizing standardized formulas correctly, entering accurate data and printing reports; and,
- ❒ Minimum of two years of experience with a wide variety of desktop productivity tools, specifically demonstrated ability to use modern workplace technology, including Microsoft 365, online research tools, and AI-enabled productivity resources, while exercising sound judgment regarding information accuracy and confidentiality.

GENERAL REQUIREMENTS

- ❒ Valid driver's license and an adequately insured vehicle available for daily use;
- ❒ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ❒ Recognizing and Reporting Child Abuse training completed within 30 days of hire;
- ❒ Ability to perform the essential functions of the position, with or without reasonable

accommodation, including the ability to move throughout an office environment; sit, stand, walk, bend, reach, and carry work-related materials; operate standard office equipment and technology; communicate effectively with employees, applicants, and the public; and may require occasional lifting and carrying of materials weighing up to 20 pounds;

- ❒ Flexibility to work altered and non-traditional work schedules necessary to meet the deadlines of the agency, as needed; and,
- ❒ Participation in job-related training, as assigned.

SPECIFIC DUTIES

- ❖ Acts as a member of the HR and Fiscal teams;
- ❖ Performs personnel file administration activities, including filing, scanning, indexing, tracking, retrieving, and archiving employee-related documents in physical and electronic record systems;
- ❖ Serves as backup to Payroll Coordinator, including assisting with payroll processing activities, payroll-related recordkeeping, timekeeping verification, data entry, and related reporting functions in accordance with agency procedures;
- ❖ Supports the Departments with a variety of administrative tasks that are highly confidential and sensitive in nature, which may include scheduling coordination, screening/processing email, and hardcopy correspondence, handling some matters personally, and forwarding appropriate matters to other HR staff;
- ❖ Communicates on behalf of the Departments in routine administrative matters;
- ❖ Creates and/or prepares documents, email, and correspondence; proofreads and corrects for consistent format and correct syntax and spelling; prepares and completes correspondence, forms, and reports; copies, distributes, files, mails, and submits documents as required; ensures documents have a professional appearance, are well-written utilizing proper format, and are numerically accurate, if applicable;
- ❖ Ensures Human Resources Department telephone calls and visitors are received and screened in a prompt, courteous, and customer-friendly manner, that the nature of their interest is effectively determined, and that the visitor is appropriately assisted or referred; ensures messages are recorded and relayed thoroughly;
- ❖ Assists with recruitment efforts; prepares onboarding packets; ensures job applications and other related items are collected and properly transmitted to appropriate staff;
- ❖ Participates in new employee onboarding and separating employee offboarding processes;
- ❖ Creates and utilizes spreadsheets and databases to track, maintain, and analyze data, as assigned; utilizes standard formulas for calculations; enters data accurately; verifies information; produces reports and initiates appropriate processes or procedures based on tracked or updated information;
- ❖ Enters and maintains data and issues reports from a human resources-related database that tracks a variety of human resources data elements;
- ❖ Researches information and completes reports, surveys, and related request-for-information documents, such as unemployment and employment verification questionnaires;
- ❖ Maintains centralized, shared-access electronic files of approved HR documents;
- ❖ Organizes and schedules HR-related meetings and appointments such as new employee registration and orientation and group orientation/development meetings;
- ❖ Answers nontechnical questions regarding specific programs, services, and agency-related information, as directed;
- ❖ Performs routine office tasks necessary for the operation and presentation of a professional office;

- ❖ Ensures that all administrative work reflects the highest professional standards;
- ❖ Maintains cross-training in assigned Human Resources and Fiscal functions to provide effective departmental support and backup assistance as needed; and,
- ❖ Performs related work and assists other departments, as requested.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
  - Effective customer service principles;
  - STEP operations, Pathways, and programs in order to properly route incoming calls and answer questions;
  - Geographic area served;
  - Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
  - Typing, organization, and use of standard office files, tracking spreadsheets, forms, and letter formats;
  - Basic accounting, bookkeeping, and financial recordkeeping principles;
  - Payroll administration procedures;
  - Financial reporting and reconciliation processes;
  - Internal controls and confidentiality requirements related to fiscal operations; and,
  - Microsoft 365, Adobe Acrobat, and online research resources.
- ❖ Skill in the following:
  - Communicating and interacting with a variety of people, including employees, applicants, community resource personnel, and the general public;
  - Use of tracking and reporting systems, including automated management information systems;
  - Written communication, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, written communication, work plans, and other operational documents;
  - Using a networked computer system and software and related office technology to create, manage, and distribute information;
  - Working accurately with numerical and financial information;
  - Reviewing records and documentation for completeness and accuracy;
  - Preparing and maintaining fiscal records and supporting documentation; and,
  - Utilizing accounting, payroll, and financial management software systems.
- ❖ Ability to perform the following:
  - Maintain organized physical and electronic filing systems and accurately file, retrieve, scan, index, and archive confidential records;
  - Learn, implement, and effectively utilize evolving technologies and informational systems within an office environment;
  - Proofread information for conformance with instructions or for compliance with specific administrative or procedural rules;
  - Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and work with the public in an empathetic manner;
  - Utilize a variety of software applications to produce professional documents and reports;
  - Create and utilize databases and spreadsheets, utilize standardized formulas correctly, perform accurate data entry, and print reports;

- Perform daily recordkeeping functions and prepare required reports as requested;
- Understand and follow oral and written instructions, which may include multi-faceted procedures, and work independently with minimal supervision;
- Collect, organize, and process information as requested;
- Perform simple and complex mathematical computations;
- Organize and prioritize work and develop effective work methods in an area involving varying different techniques and procedures;
- Project a positive and professional image;
- Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the general public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Exercise sound judgment in assessing needs and directing individuals to appropriate resources or services;
- Interact effectively with people from varied social, economic, and educational backgrounds;
- Perform financial recordkeeping functions with a high degree of accuracy;
- Reconcile information from multiple records and data sources;
- Identify discrepancies in financial or personnel records and take appropriate corrective action;
- Maintain strict confidentiality regarding payroll, personnel, and financial information;
- Meet deadlines associated with payroll processing, financial reporting, and compliance requirements; and,
- Maintain confidentiality at all times.