

JOB DESCRIPTION

PROGRAM: STEP Administration

JOB TITLE: Recruitment & Retention Specialist

PAY GRADE: 11

JOB SUMMARY

The Recruitment & Retention Specialist acts as an ambassador to STEP, Inc employees and prospective employees, providing information and support services at all stages of the employee life cycle: recruitment, onboarding, orientation, career planning, career development, and transition. The Recruitment & Retention Specialist works with managers, directors, and peers in developing strategies to recruit and retain a strong work force. Additionally, this position must act as an integral member of the Human Resources team with the goal and vision of making STEP Human Resources the best it can possibly be and one that is recognized by the community as a leader in providing outstanding human resource support.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Chief Human Resources Officer

QUALIFICATIONS

- ☐ Bachelor's degree in human resources, business, communications, or related field;
- ☐ Minimum of two years' experience in human resources, recruiting, or related field;
- ☐ Working knowledge of relevant social media platforms and ATS systems;
- ☐ General knowledge of various Human Resources practices and regulations;
- ☐ Ability to communicate effectively with oral, written, and computerized graphic methods;
- ☐ Strong knowledge of English grammar, punctuation, and spelling as demonstrated by above-average writing skills; and,
- ☐ Proficiency with computer systems, preferably Microsoft Office Suite and extended component.

GENERAL REQUIREMENTS

- ☐ Valid driver's license and the daily availability of a vehicle carrying adequate insurance;
- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ☐ Mandated Reporters of Child Abuse training completed within 30 days of hire;
- ☐ Fully vaccinated against COVID-19 (two doses of Pfizer or Moderna, or one dose of Johnson & Johnson) and provide proof of vaccination status or have an approved medical or religious exemption;
- ☐ Mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, carry up to 20 pounds unassisted, have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges;
- ☐ Flexibility to work altered and nontraditional work schedules necessary to meet the deadlines of the corporation; and,
- ☐ Participation in job-related trainings, as assigned.

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SPECIFIC DUTIES

- ❖ Work with Chief Human Resources Officer and department managers/directors to define and implement STEP's recruiting and staffing strategy;
- ❖ Research and develop opportunities to recruit, retain, and promote a culturally diverse workforce;
- ❖ Advertise and promote employment opportunities to the internal and external community utilizing various recruitment channels (social media, websites, job boards, radio ads, newspaper ads, etc.);
- ❖ Coordinate job fairs and recruiting events;
- ❖ Track statistics and other employment-related data on applicants, prospective applicants, and employees;
- ❖ Act as a trusted advisor to department managers/directors through the recruiting process;
- ❖ In collaboration with the Lead Human Resources Generalist, oversees new hire onboarding process and coordination with managers/directors;
- ❖ Assist supervisors in the orientation of new or transfer employees as requested or required;
- ❖ Develop checklists, tools, and other resources to facilitate such orientation;
- ❖ In collaboration with Chief Human Resources Officer, work with managers/directors to assess and plan developmental opportunities for employees;
- ❖ Assist interested employees with career pathing;
- ❖ Develop and conduct "stay" interviews towards the goal of strengthening employee retention strategies;
- ❖ Conduct exit discussions with resigning or retiring employees, tracking reasons for voluntary terminations to inform future Human Resources recruitment strategies;
- ❖ Supports Human Resources team with various projects as needed;
- ❖ Ability to work independently and take ownership of recruiting efforts;
- ❖ Maintain confidentiality at all times;
- ❖ Continuously review and analyze STEP's recruitment and retention processes for improved efficiency and efficacy; recommend and implement approved improvements;
- ❖ Help research, analyze, and recommend practices to increase emergency and long-term succession planning, including position-by-position staff continuity identification and processes;
- ❖ Coordinate with Chief Planning & Operations Officer and Assistant Operations Officer on specific Professional Development opportunities, internal and external, that are offered to staff;
- ❖ Help in increasing both internal and external communications; personally commit and take quantifiable measures to "get the word" out to our own staff as well as the customers and communities we serve;
- ❖ Assist in evaluation of reports, decisions, and results of human resources department in relation to established goals; recommend new approaches, policies, and procedures to effect continual improvements in efficiency of the department and services performed;
- ❖ Maintain and issue reports from a human resources-related database to track turnover and retention data elements;
- ❖ As directed, participate and possibly lead in ancillary roles and sub-committees such as: Emergency Preparedness/Safety, Employee Events, Staff Wellness, and Employee recognition;
- ❖ Ensures all administrative work reflects the highest professional standards; and,
- ❖ Performs other related duties as required and assigned.

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REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
 - English grammar, spelling, and punctuation; formatting standards recognized by business professionals; and,
 - Microsoft Office Professional Suite, Microsoft Publisher, Windows, Adobe Acrobat Writer/Reader, and the Internet.
- ❖ Skill in the following:
 - Communicating and interacting with a variety of people, such as customers, staff, community resource personnel, and the general public;
 - Use of tracking and reporting systems, including automated management information systems;
 - Detail oriented in all aspects of work/project;
 - Written communication, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, work plans, and other operational documents;
 - Using a networked computer system, including various media formats, keyboard, mouse, scanner, and printers (laser, inkjet, and copier) for operation of software; and,
 - Using word processing, spreadsheet, database, presentation, organizational, Internet browsing, e-mail, scanning, graphics editing, desktop publishing, and document conversion software for document creation and informational assistance and management.
- ❖ Ability to perform the following:
 - Learn, implement, and effectively utilize evolving technologies and informational systems within an office environment;
 - Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
 - Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and to deal with the public in an empathetic manner;
 - Create and effectively utilize databases and spreadsheets, utilize standardized formulas correctly, perform consistently accurate data entry, and print reports;
 - Utilize new and/or evolving electronic hardware and software products for document creation and production;
 - Daily record keeping functions and prepare required reports as requested;
 - Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures, and work independently of direct supervision;
 - Keep simple and complex records accurately, and prepare accurate reports;
 - Collect, organize, and process information for requested reports;
 - Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures;
 - Collect, organize, and process information, as requested;
 - 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,

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- religious, and linguistic identities or backgrounds;
- Understand problems of customers and exercise sound judgment in appraising needs of customers and directing them to appropriate service to meet their needs; and,
 - Interact effectively with people from varied social, economic, and educational backgrounds.