**JOB DESCRIPTION**

**Human Resources Specialist**

**DEPARTMENT:** Administration

**JOB TITLE:** Human Resources Specialist

**REPORTS TO:** CFO (Chief Financial Officer)

**JOB PURPOSE:** Perform a variety of human resource responsibilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Ensure job descriptions are up to date and compliant with all local, state and federal regulations
* Coordinate daily, monthly, quarterly, and annual benefits processing. Handle enrollments, leave of absence, COBRA, terminations, changes, beneficiaries, disability, accident and death claims, rollovers, distributions, and hardship loans.
* Maintain employee files.
* Gather employee data and oversee the processing of monthly invoices.
* Develop training materials and performance management programs to help ensure employees understand their job responsibilities
* Manage the time off balances/accruals to ensure accuracy.
* Investigate employee issues and conflicts and brings them to resolution
* Ensure the organization’s compliance with local, state and federal regulations
* Use performance management tools to provide guidance and feedback to team
* Ensure all company HR policies are applied consistently
* Maintain organization charts, employee directory and company handbook.
* Partner with management to ensure strategic HR goals are aligned with business initiatives
* Assist with the staffing process, including recruiting, onboarding and benefit enrollment.
* Maintain HR systems and processes
* Monitor performance reviews are completed
* Provide support and guidance to Capps staff regarding HR issues
* Analyze trends in benefits
* Design and implement employee retention strategies
* Answer telephone, take messages, and/or direct calls to the appropriate employee in a courteous, timely and professional manner to provide excellent service to the caller.
* Provide courteous and professional customer service to individuals and employees that are interacted with during each day.
* All other duties as assigned by manager.

**ADDITIONAL DUTIES AND RESPONSIBILITIES**

* Accomplishes all tasks as appropriately assigned or requested by Corporate Officers.

**QUALIFICATIONS**

* 5-10 years’ experience in human resource and benefits administration preferred
* Must possess research and analytical skills.
* State and federal labor laws and regulations, specifically related to benefits administration and government agency reporting requirements.
* Excellent knowledge of MS Office software, specifically Excel as utilized in human resource data collection, analysis and reporting preferred.
* Energetic, forward-thinking, compassionate individual with high ethical standards and an appropriate professional image.
* Be a well-organized and self-directed individual as well as a team player. An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent communication skills. A decisive individual who possesses a “big picture” perspective.
* Ability to respond effectively to sensitive inquiries or complaints.