Auburn University Job Description

Job Title: **Mgr, Employee Records&Sys Mgmt**

Job Code: **EB36**

FLSA status: Exempt

Job Family: No Family

Grade 36: $59,700 - $99,600

Job Summary

Responsible for delivering exceptional employee records and information services to both internal and external customers that is professional, trusting, caring, friendly, helpful, accurate, timely, and compassionate.   Services include the processing, administration, reporting of, and compliant destruction of all electronic and paper-based records for Faculty and Non-faculty employees at Auburn University. Reporting to the Executive Director, Payroll/Benefits/Records and guiding a team of records employees, this is a hands-on managerial role collaborating as a team player and accountable for the continuous and relentless improvement of the processes, people, and systems that capture, process, maintain, utilize, and report on employee information.

Essential Functions

1.   Manages and actively participates in the open, trusting, and professional administration of employee information systems, processes, and services ensuring seamless and efficient customer service that is professional, timely, and friendly.

2.   Demonstrating relentless focus on process and systems improvement, collaboration and teamwork, actively participates with the planning, design, research, acquisition and/or upgrade of employee information systems; maintaining technical knowledge currency in both software applications and network technology; recommends modifications to both systems and processes as necessary.

3.   Acts as primary contact with internal business applications support staff, (Information Systems Support (ISS)), internal network operations support staff (Office of Information Technology (OIT)), third-party vendors, and internal campus users (HR Liaisons, etc.).

4.   Serves as a key stakeholder and/or system administrator for current and future outsourced vendor solutions that interface with the University's human resource information system, such as, background checks, work eligibility verification (I-9 processing with heavy emphasis on international employment eligibility), employment verification, applicant tracking, position description, on-boarding, performance management, and learning management systems.

5.   Manages the sustainable maintenance, accuracy, accessibility, retention, and destruction of employee information in compliance with professional standards and state and federal regulatory requirements. Demonstrating commitment to early-identification and resolution to problems proactively monitors and analyzes the employee information systems and processes for accuracy, accessibility, and compliance.

6.   Assesses requests for and assigns appropriate access levels to information retained in the HR enterprise system (Banner) and/or outsourced solutions.

7.   Collaborating with internal business applications support staff (ISS), designs and maintains appropriate mapping and sustainable integrity of all data tables for human resources systems that are internal (Banner) as well as interface data files being transferred to authorized third-party solution vendors.

8.   Collaborates with Information Systems Support team and the HR Development unit, to plan, coordinate and deliver timely and relevant training for campus-wide users.

9.   Advises and provides technical assistance and resources to the central human resources team,

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campus HR Liaisons, managers, and supervisors to assure process efficiency and optimum system utilization.

10. Directly supervises HR Records staff employees and exercises functional accountability for the actions of human resources systems users across campus. Personally demonstrates, and holds the records staff accountable for, timely, professional, and accurate responses to all internal and external employee information inquiries

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	Focus of Education/Experience
Education	Four-year college degree	While a major in Operations Management, Human Resource Management, Business Administration, Computer Science, Hospitality or relevant field(s) would be preferred, the proper combination of recent, successful directly related experience may support an undergraduate major in any other area of study.
Experience (yrs.)	5	Experience in in delivering and administering exceptional employee information services in a large and complex organization utilizing enterprise-level HR information systems, to both internal and external customers. At least two years of the five-year minimum experience will have been demonstrating effective direct supervision of employee records staff.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Proven operational knowledge of the effective, efficient, timely delivery of exceptional customer services. Thorough knowledge of Human Resources records as well as state and federal requirements; current best practices for managing maintaining, accessing, and destroying employment information; understanding HRIS databases design, structure, functions, processes and reporting; and utilizing automated systems and paper records handling for the processing of a high volume of varied employee transactions.

Full proficiency of Microsoft Excel, Word, and report writing applications; knowledge of systems project development and management, documentation, and project facilitation. Demonstrated knowledge of business process flow-charting and analysis, project administration including demonstrated success in the collaboration with various stakeholders in the development and implementation of systems and process changes; business process analysis, report writing, and change management; and direct involvement in change oriented project facilitation and program development

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable;

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priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 12/13/2018

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