
Auburn University Job Description

Job Title: **Dir, Human Resources Services**

Job Family: No Family

Job Code: **EB37**

Grade HR15 \$98,300 - \$186,800

FLSA status: Exempt

Job Summary

Reporting to the Executive Director, Campus Relations, the Director, Human Resources Services, is responsible for: 1) Overseeing the successful operations of university's new-employee onboarding center, delivering a welcoming, positive, and enthusiastic environment, ensuring an efficient and effective onboarding experience for all newly hired employees as they prepare for their employment with Auburn University. The Onboarding Center also provides identification badge services to current employees as needed. 2) Managing employee records services to both internal and external customers that is professional, trusting, caring, friendly, helpful, accurate, timely, and compassionate. This is a hands-on managerial role supervising two records staff responsible for processing, maintenance, and compliant destruction of all electronic and paper-based records for Faculty and Non-faculty employees at Auburn University. 3) Engaging campus Human Resources Liaisons, in aligning campus human resources services with University Human Resources policies and procedures throughout their designated business units, utilizing appropriate processes and tools, providing accurate advice and guidance, and disseminating timely human resources information. Consults with Human Resources Liaisons to identify paths to resolution on human resources-related issues. Collaborating with University Human Resources functional leadership and the HR Liaison team, facilitates the proactive identification, integrated solution development, and resolution of human resources issues. Cultivates effective partnerships across the HR function campus-wide to deliver value-added service to Liaisons that facilitate human resources and university objectives.

Essential Functions

1. Directly supervises the Manager, Onboarding Center, in delivering a welcoming and positive onboarding experience for all newly hired employees as they prepare for their employment with Auburn University. Services include collaboration and coordination with multiple departments and central offices. Provides operational guidance as needed to ensure a welcoming, positive, enthusiastic, and approachable environment all new employees. Additional services are provided to current employees regarding their needs for new or replacement identification badges.
 2. Manages the sustainable maintenance, accuracy, accessibility, retention, and destruction of employee information in compliance with professional standards and state and federal regulatory requirements. Directly supervises two HR Records nonexempt staff employees and exercises functional accountability for the actions of human resources records 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 and processing inquiries.
 3. Provides guidance to HR Liaisons in all Human Resources related functions; conducts regular meetings with HR Liaisons to proactively identify and analyze solutions to effectively carry out their roles as HR Liaisons; provides guidance to Liaisons concerning policy interpretation and implementation.
 4. In partnership with AU's central human resources and HR Liaisons, researches, clarifies, and/or recommends various roles of HR Liaison service delivery across campus, including but not limited to, financial liaisons, time-keepers, and hiring supervisors.
 5. Identifies training needs for HR Liaisons and collaborates with Human Resource Development Staff and Subject Matter Experts to develop cohesive and timely training.
 6. Refers employee relations issues to the Executive Director of Campus relations for investigation
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and resolution.

7. Recommends metrics and analyzes trends developing solutions, programs, and policies to assist HR Liaisons with services to departments.
8. Maintains working knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance; assists in building supervisor's and manager's awareness of federal and state compliance obligations in the administration of their human resource talent.
9. Collaborates with Liaisons and Central HR to facilitate working relationships that serve the campus efficiently and effectively; ensures solutions are consistent across campus and within departments. Ensures that all HR Liaison advisory teams are appropriately active and engaged.
10. Collaborates with HR Liaisons, researches, plans, configures, and implements and effective onboarding processes for non-faculty employees.
11. Serves as the Subject Matter Expert representing the HR Liaisons group regarding the configuration, implementation and training for the applicant tracking system and the onboarding process.
12. Identifies and recommends criteria by which Liaison success will be measured and, in conjunction with the Executive Director of Campus Relations, provides performance feedback to liaison supervisors.

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

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Human Resources, Management, Business Administration, Industrial/Organizational Psychology or relevant field.
Experience (yrs.)	8	Experience in human resources management including employment, staff development, employee relations, and/or compensation.

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

Knowledge of human resources policies, practices, precedents and laws.

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; 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, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires reaching, and lifting up to 25 pounds.

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

Date: 2/28/2023
