
Auburn University Job Description

Job Title: **Mgr, Onboarding Center**

Job Family: No Family

Job Code: **EB50**

Grade HR11 \$59,500 - \$107,100

FLSA status: Exempt

Job Summary

Under general direction by the Director, Human Resource Services, serves as the Onboarding Center Manager 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. The manager is responsible for the daily operations of the center and creating a positive, enthusiastic, and approachable environment ensuring all new employees feel welcomed.

Essential Functions

1. Develops and implements operations of the center in collaboration with Human Resources which includes, but is not limited to, developing and providing new employee guides, tools, and resources while ensuring processes, systems, and procedures are implemented and functional.
 2. Supervises center staff and ensures appropriate staffing to fully execute the onboarding activities of the center. This includes budget tracking, monitoring expenses, and ensuring appropriate inventory to execute activities.
 3. Analyzes data on new hires and onboarding/offboarding needs to maintain center activities, volume, and trends. Tracking also includes assessing the onboarding/offboarding experience through the development of survey tools to measure effectiveness of the experience and for continuous improvement of the center's processes and activities.
 4. Oversees New Employee Orientation for all Auburn University Employees. Manages the orientation process to include scheduling new employees, orientation content, schedules, employee checklists and other related forms, and various support. Ensures relevant and up-to-date information and resources are communicated with new employees.
 5. Partners with departments (including HR Liaisons) across campus and off-campus to engage new employees in the onboarding experience within a department. This may include developing and providing information for formalizing specific onboarding activities unique to the respective areas.
 6. Researches trends and best practices to ensure an efficient, consistent, and effective operational center that serves the needs of new employees and campus.
 7. Responsible for and ensures compliance of the accurate completion of Form I-9s and E-Verify actions within the specified compliance window for all new employees including foreign national hires. Maintains current knowledge base regarding I-9 processing and compliance in order to advise, troubleshoot, and coordinate I9 processes including remote I-9 completion. Remains up-to-date of changes in compliance for international hires and associated visa statuses in relation to length of status and responsible for Tentative Non-Confirmation procedures being met.
 8. Develops and maintains an organizational infrastructure to support and advise related to compliant work authorization activities for foreign national employees which includes partnership with various internal and external stakeholders.
 9. Manages reverification program through monitoring, communication and ensuring completion of Form 1-9 reverifications of work authorization for all employee types at the university. Provides guidance and collaboration with other offices on campus to meet timely and federal USCIS compliance requirements and university policies.
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10. Develops, maintains and continuously improves program policies, procedures, and other resources as a guide to all campus partners in the work authorization process and procedures of the employment of foreign nationals. Develops and ensures written protocols, policies, procedures, and website of relevant, up-to date information involving Form 1-9 and Everify programs. Maintains vendor relationship with Form I-9 and Everify program provider. Partners with hiring departments and Office of Tax Compliance to ensure successful completion of the proper tax compliance process based on current status prior to Form I-9 completion for all faculty, non-faculty, and student new hires and when reverification of work status is needed for continuing employment.
11. Responsible for developing and ensuring privacy standards and protocols of handling personal information within the Onboarding Center which may include HIPAA information.
12. Performs other related duties as assigned by supervisor.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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	Human Resources, Business, or related field.
Experience (yrs.)	5	Experience providing high-level customer service in a fast-paced, dynamic atmosphere while creating an enjoyable experience. Experience using computer software, databases and HR record systems. At least 2 years of experience supervising or leading full time employees.

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

Working knowledge of HR; Form I-9 and E-Verify compliance and regulations; International statuses and related work authorization eligibility. Preferred understanding of Banner employee records.

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, reaching, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, .

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

Date: 6/28/2022
