**Rural Community Assistance Corporation **

3120 Freeboard Dr., Ste. 201

West Sacramento, CA 95691

**PHONE (916) 447-2854●FAX (916) 447-2878**

|  |  |  |  |
| --- | --- | --- | --- |
| **JOB DESCRIPTION** | | | |
| Job Title: | Staff Operations Coordinator | Salary Grade: | 8 |
| Status: | Non-Exempt | Supervisor: | Assistant Director, Staff Operations |
| Unit: | Staff Operations | Department: | Operations |

*Founded in 1978, RCAC is a 501(c)(3) nonprofit that operates in 13 western states and Pacific Islands. RCAC serves Indigenous and rural communities through training, technical and financial resources and advocacy so low-income rural communities can achieve their goals and visions. Throughout RCAC’s history, our dedicated staff and active Board have supported positive change in rural communities across the West. Our work reflects our core values of leadership, collaboration, commitment, quality and integrity.*

**Department:**

The Operations department under the direction of the Chief Operating Officer (COO) is responsible for the agency operations including building management, procurement, staff operations, events, grants and contracts administration, meeting planning and information technology. In addition, the Operations teams support corporate initiatives such as wellness, training strategy, the Vector fund, and data and impact.

Corporate operations staff works to safeguard RCAC’s reputation and the resources so the organization and its clients thrive. Staff work with internal and external clients in support of the work. The outcomes of operations work include compliance with regulations and cost containment in support services.

Staff Operations (SO) is dedicated to being an advocate for all staff and fosters a positive and safe work environment where integrity is practiced and valued.

**General Purpose:**

Under general supervision of the Assistant Director of Staff Operations, this role responds to and supports staff at all levels to help them be more productive and successful in their jobs, serving as a positive, solutions-oriented role model. This role contributes to the Staff Operations team’s efficiency and effectiveness by advising, administering, recording and evaluating employee relations and human resources policies, procedures and practices. Major responsibilities include but are not limited to recruitment, record-keeping, benefits, onboarding, offboarding, leave administration, disciplinary matters, workers compensation, unemployment and HRIS entry.

*Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all qualifications, responsibilities, duties and skills required.*

**Job Duties and Responsibilities:**

* Conducts all aspects of processing and maintaining employment records related to auto insurance policies, driver’s licenses, staff welcome program, personnel change notices, VOEs, etc. using internal electronic files, human resources management system (HRMS) software and other platforms.
* Helps conduct all aspects of the recruiting process, including collaborating with departmental managers to understand skills and competencies required for each job, posting job announcements and reviewing applicant documents for selection process, including interviews, background checks, offer letters and onboarding processes.
* Assigns, completes and closes SO Helpdesk tickets.
* Helps develop and execute processes and standard operating procedures (SOPs).
* Maintains and updates human resources documents such as organizational charts.
* Maintains and distributes incoming calls from the SO voicemail box.
* Maintains strict confidentiality for all employee records and information.
* Helps coordinate with staffing agencies to secure temporary employees based on departmental needs and submit invoice vouchers into Unanet platform.
* Helps complete Forms I-9, verifies I-9 documentation and maintains I-9 files.
* Helps extract or generate reports related to audits and end-of-the-year tasks.
* Helps prepare and maintain employee electronic files.
* Assists with building HRIS workflows and troubleshooting performance issues.
* Assists with administering benefits programs and provides timely and accurate responses to routine benefits questions.
* Helps process and maintain Workers Compensation claim files.
* Helps process and maintain unemployment claims.
* Maintains professional and technical knowledge by attending educational workshops reviewing professional publications, establishing personal networks and participating in professional societies.

**Supervision Exercised:**

* No supervisory responsibilities.

**Minimum Qualifications and Necessary Requirements:**

* **EQUIVALENT**combination of education and experience can meet minimum qualifications.
* **EDUCATION:** High School Diploma or GED.
* **LICENSE/CERTIFICATION:** Valid driver’s license and proof of insurance that meets the minimum requirements ($100,000/$300,000) of RCAC corporate liability policy.
* **EXPERIENCE:** Three years of applicable experience in jobs that include personnel or human resource duties. Experience with Human Resource Information Systems. Proficient computer skills with Microsoft Office Suite and Adobe.
* Must pass a criminal background investigation and fingerprint check prior to employment.

**Knowledge, Skills, and Abilities:**

* Knowledge of principles, practices and trends in employment law, human resources, recruitment and employment, compensation and benefits, employee relations, record-keeping systems, and performance management and evaluation systems.
* Ability to maintain confidentiality and remain unbiased.
* Ability to build consultative and collaborative relationships with leadership and staff.
* Ability to listen and communicate effectively both verbally and in writing.
* Ability to organize and prioritize work to meet timelines and work with minimum supervision.
* Ability to work independently and as part of a team.
* Ability to troubleshoot and problem solve.
* Ability to perform job-related research and analysis.

**Preferred Requirements:**

* No preferred requirements.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit and stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee occasionally is required to stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision requirements include close vision, distance vision, color vision, and depth perception.

**Working Conditions:**

Work is typically performed in an office with a moderate noise level. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required. Travel may be required.

**Employee’s Certification:**

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. I understand that this job description is subject to change by RCAC as the needs and requirements of the position change.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date

*RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation, gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves.*