

# Administrative Services Officer 2 – Human Resources

## Job Announcement

Northshore Technical Community College is accepting applications for the following full-time, unclassified position to be domiciled at the Lacombe Campus:

*Administrative Services Officer 2 – Human Resources*

**Applications will be accepted until position is filled, with preference being given to those received on or before May 8, 2019.**

Please submit: **(1)** a letter of application, **(2)** a resume and **(3)** official transcript(s) to:

**Attention: Admin Services Officer 2 Hiring Manager, Northshore Technical Community College, 65556 Centerpoint Boulevard Lacombe, LA 70445**

Email: [resumes@NorthshoreCollege.edu](mailto:resumes@NorthshoreCollege.edu)

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### JOB SUMMARY:

The Administrative Services Officer – HR (ASO 2 – HR) shall report directly to the Director of Human Resources. The ASO 2 -- HR is responsible for ensuring that the human resource functions of the college are processed in accordance with LCTCS and College policy.

Responsible for day-to-day operation, development, and implementation of all human resource functions within the college as they relate to the campuses within the college.

### QUALIFICATIONS:

#### **Minimum Qualifications:**

**Required:** Bachelor's Degree with three years professional human resource management experience or High School diploma and five years of professional human resource experience. Proficiency in Microsoft applications – Word and Excel – required excellent interpersonal skills.

**Preferred Qualifications:** Experience in a post-secondary educational institution and state government human resource practices. Knowledge of automated timekeeping and payroll/human resources software. Ellucian/Banner/Cognos experience. Professional HR certification.

### Responsibilities:

1. Administer all the health and insurance benefit programs offered to NTCC faculty and staff. Provide assistance to employees relative to their available insurance options and the rules, requirements, and benefits of each plan. Assist employees who incur problems with health insurance claims on an ongoing basis. Coordinate the processing of paperwork with benefit providers. Review all applications and documents completed by employees for accuracy.

2. Administer the benefits orientation program for newly eligible employees. Communicates with employees regarding benefit changes and new offerings. Conduct fringe benefits workshops and seminars for departmental clerical and administrative personnel as requested.
3. Assists the Director of Human Resources in serving as a liaison between insurance providers and NTCC, coordinating and scheduling annual enrollment meetings and other information meetings as necessary.
4. Inform employees of their rights and responsibilities under the Family and Medical Leave Act. Assist employees in the processing of FMLA application and monitor all applications to ensure proper procedures are followed.
5. Keep abreast of changes in federal law, state law, and/or NTCC policies that would affect the various benefit plans.
6. Works closely with all Campus Administrators within the college; prepares and assist in all functions related to human resources.
7. Prepares correspondence, flyers, articles for newsletters to inform and update the faculty and staff of new benefits, changes to existing benefits and meetings being conducted relative to their benefit program.
8. Enter and update benefit options to establish payroll deductions in the HR CPU system for insurance programs. Coordinate with the LCTCS payroll department benefit premium changes affecting employee's payroll.
9. Completes special projects as assigned by the Director of Human Resources.
10. In coordination with the Director of Human Resources, coordinates the receipt and review of applications to ensure that persons being employed within the college meet the qualifications for the position for which they are applying.
11. Schedules employment interviews for Administrative positions and may serve on the interview committee. May also assist Campus Administrators in the selection and hiring process for campus positions.
12. Assists the Director of Human Resources in the preparation of all other documents (e.g. board actions, personnel change forms, PeopleSoft/Banner entry forms, etc.).
13. Coordinates the preparation of job descriptions with the appropriate college-wide staff at the direction of the Director of Human Resources.
14. Interprets Civil Service rules and regulations and departmental policies and procedures regarding personnel actions for management, employees and applicants.
15. Manages the computerized employee administration functions required to process all personnel and payroll actions needed to complete appointments, merit increases, promotions, transfers,

separations, etc. at the direction of the Director of Human Resources. Evaluates and determines priority of workload.

16. Ensures employment vacancies are advertised appropriately and in accordance with LCTCS and NTCC policy.

17. Other duties in these areas as assigned.

**SPECIAL SKILLS AND ABILITIES:**

1. **Skills/Abilities:** Application and intermediate knowledge of office practices and procedures. Intermediate computer skills. Effective phone etiquette skills. Must be able to communicate effectively in both written and verbal form. Must maintain confidentiality of work related information and materials. Must establish and maintain effective working relationships. Excellent customer service skills. Should have knowledge of document-imaging technology. Must be able to maintain current social media websites.

2. **Equipment Used:** Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.)

3. **Software Used:** A variety of word-processing, spreadsheet, database, e-mail, and presentation software.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

**WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate

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**Northshore Technical Community College is an Equal Opportunity Employer** In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.