

Receptionist / HR Clerk

Department: Human Resources
Reports To: Senior HR Generalist
Location: Dyersville

SUMMARY

Greet visitors and answer phone in a timely and courteous manner. Perform ad-hoc HR duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet visitors as soon as they arrive and connect them to the appropriate employee.
- Answer the phone in a courteous and timely manner and direct calls to the correct offices.
- Verify timekeeping records and consult HR management or employees about any discrepancies.
- Record and track attendance records.
- Audit payroll data to check for inaccuracies.
- Perform ad-hoc HR administration.
- Record and track safety information and environmental data.
- Enter Workers Compensation information.
- Oversee Service Awards program.
- Audit healthcare invoices for inaccuracies and other problems.
- Prepare hourly vacation schedule.
- Sort and distribute mail.
- Protect the confidential information of employees.
- Assist in ordering food and beverages for events.
- Scanning, filing and other clerical duties.

QUALIFICATIONS

- Exceptional customer service skills and professional phone manner.
- Attention to detail.
- Exceptional multitasker.
- Knowledge of spreadsheets.
- Excellent mathematical skills.

- Organizational skills.
- Aptitude in problem solving.

EDUCATION AND EXPERIENCE

High-School degree required. Three to five years of payroll processing experience and receptionist background.

LEADERSHIP SKILLS

Has demonstrated the ability to lead to higher levels of performance by building a case for change and leading through others. Is an active learner who is empathetic to the challenges experienced throughout the sales cycle and is passionate about coaching others to maximize their performance.

LANGUAGE SKILLS

Ability to communicate throughout the organization in written and verbal form. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers and customers.

MATHEMATICAL SKILLS

Ability to apply math concepts; such as fractions, percentages ratios, and proportions to practical situations.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

WORK ENVIRONMENT

Office environment with separate workstations or offices.

While performing the duties of this job, the employee is typically in an office environment at a workstation with computers and other equipment with normal levels of noise. It will be necessary on a frequent basis to walk within a light industrial work environment with higher noise levels – heated but not air conditioned - to meet and communicate with other personnel to conduct

business. Employee will be exposed to temperature and humidity variations through the seasons of the year. Personal protective equipment (PPE) must be worn as required. Overnight travel may be required occasionally.