



## Assistant Manager/Human Resources Job Description

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**Department:** Human Resources/HR  
**Report to:** Human Resources Manager

**Pay Range:** Four  
**Status:** Hourly/non-exempt

### Job Summary:

- Implement and conduct on a timely basis HR processes and practices including, but not limited to:
  - Recruitment, hiring, orientation and training
  - HRIS data management and reporting
  - Benefit administration and employee compensation
  - Conflict resolution, investigations and corrective action processes
  - Safety, workers compensation, leave and unemployment processes
- Fill in for HR Manager and/or department staff as requested.

in a professional and confidential manner and in compliance with all applicable employment, health and safety laws and regulations, and WFC policies and practices to ensure a healthy workplace and to meet goals for employee retention and customer service

### Essential Duties and Responsibilities:

#### Storewide

1. Abide by all WFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
2. Consistently and positively promote ownership and owner benefits.
3. Follow and ensure compliance with all safety practices and policies.

#### Customer Service

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with WFC's customer service standards.
  - a. Resolve customer concerns.
  - b. Anticipate customer needs.
  - c. Promptly respond to requests for service and assistance.
  - d. Schedule and post electronically position hours to ensure availability of department support.
2. Treat all customers and co-workers fairly, consistently and with respect.

3. Engage in creating and maintaining a positive, ethical and productive department and workplace that contributes to achieving progress on WFC's ENDS.

### **Job Specific**

1. Conduct and coordinate with management to ensure timely recruitment, interviews, orientation and training and development of employees.
2. Supervise maintenance and implementation of WFC health and safety procedures, programs and reporting including, but not limited to, ensuring compliance with Health Department regulations, workers compensation insurance provider and OSHA reporting; maintain up-to-date documentation, file/scan related personnel documentation.
3. Coordinate and provide follow-up on unemployment claims, leave request employee references, wage verifications, liens/garnishments, income withholding and any requested employment data; maintain up-to-date documentation, file/scan related records.
4. As directed, provide guidance to employees and management in regard to HR policies and practices and relevant employment law.
5. As requested, conduct investigations, coordinate with department management and advise on the process for employee coaching and corrective actions.
6. Ensure timely implementation of employee benefits including, but not limited to, enrollments, terminations, bill reconciliations, data entry and COBRA administration; ensure employees have timely access to benefit information.
7. Process HR data and payroll/HRIS entries and reports in a timely manner and in compliance with established practices; maintain up-to-date documentation, file/scan related personnel records.
8. Ensure cleanliness and maintenance of HR and classroom equipment and HR work areas in compliance with established practices; document and report any equipment maintenance or safety concerns to Department Manager.
9. Perform other tasks assigned by Department Manager.

### **Knowledge, Skills, Abilities**

#### **Preferred Knowledge, Skills and Abilities**

- Degree in Human Resources or PHR certification
- Two or more year's experience working in Human Resources

#### **Essential Knowledge, Skills and Abilities**

- College or AA degree or applicable certification
- Computer proficiency, e.g., keyboard experience, email, Word, EXCEL, PowerPoint, HRIS systems
- Knowledge of federal, state and local employment laws
- Experience with interviewing, orientation, training and/or supervision of employees
- Attention to detail and organizational skills
- Excellent written and verbal communication skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Conflict resolution and crisis management experience
- Personal integrity to handle confidential information

- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Outstanding, dynamic customer service skills
- Effective listening and conflict resolution skills
- Effective communication skills in English
- Ability to work efficiently in a fast-paced environment and flexibility to quickly adapt to changing conditions
- Valid driver's license and ability to drive a car
- Regular, predictable attendance
- Available to work evenings and weekends

**Work Environment:**

1. Occasional Exposure
  - a. Outdoor weather conditions (staffing outside booths at WFC-sponsored or community events, job fairs)
2. Frequent Exposure
  - a. Change in room temperature due to proximity of entrance/ exit doors
  - b. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator
3. Constant Exposure
  - a. Background music and in-store pages
  - b. Food odors, grain and spice dust, food allergens

**Essential Physical Requirements**

1. Ability to frequently lift and move up to 20 lbs throughout shift, occasionally lift 50 lbs.
2. Frequently stand, walk, squat, bend, sit, balance and rotate body
3. Frequently ascend and descend stairs
4. Ability to do repetitive office tasks (sitting at a desk, reaching, bending, filing, using a computer keyboard and looking at a computer screen) for up to eight hours per day
5. Ability to do drive a car and to do physical tasks such as demonstrating safety skills including, but not limited to, lifting, pushing carts, operating cardboard compactor
6. Manual dexterity to handle writing instruments, keyboards, computer mouse, scissors, stapler, etc.

**IMPORTANT DISCLAIMER NOTICE**

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.