



Coordinator/Human Resources Job Description

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

Pay Range: Three
Status: Hourly/non-exempt

Job Summary:

- Conduct HR processes and practices.
- Assist and support HR processes and practices including, but not limited to:
 - Recruit and interview qualified applicants
 - Orient and train new hires
 - Train and develop current staff
 - Ensure employee access to benefits and benefit information
 - Enter payroll and benefit information into database

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 programs for timely recruitment, interviews, orientation and training and development of employees in a professional and confidential manner and in compliance with all applicable laws and with WFC's policies and practices; maintain up-to-date documentation, file/scan related personnel records.
2. Coordinate employee benefits including, but not limited to, enrollments, terminations, bill reconciliations, data entry and COBRA administration; ensure employees have timely access to benefit information in a professional and confidential manner and in compliance with all applicable laws and WFC policies and practices; maintain up-to-date documentation, file/scan related personnel records.
3. As requested, implement and maintain health and safety procedures, programs and reporting including, but not limited to, maintaining Health Department logs and reporting First Report of Injury Reports to workers compensation insurance provider; maintain up-to-date documentation, file/scan related documentation.
4. Process HR data and payroll entries and reports in a timely manner and in compliance with established practices; maintain up-to-date documentation, file/scan related personnel records.
5. Ensure cleanliness and maintenance of HR and classroom equipment and work areas in compliance with established practices; document and report any equipment maintenance or safety concerns to department management.
6. Perform other tasks assigned by department management.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Prior experience interviewing, conducting employee orientation and/or training programs
- Experience implementing benefit administration programs
- Degree in Human Resources or related degree/certificate

Essential Knowledge, Skills and Abilities

- High school degree or GED
- Experience with interviewing, orientation, training and/or supervision of employees
- Computer proficiency, e.g., keyboard experience, email, Word, EXCEL, PowerPoint
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- 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 communication skills in English
- Effective listening and conflict resolution skills
- 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.