



HR Support Operations

This level requires a more proactive and hands-on approach to meet business needs. Level II support should also be capable of developing policies, procedures and programs and function as a part of the management team.

Further, Level II should provide appropriate managerial/ supervisory mentoring and coaching and be able to anticipate, identify and resolve HR issues.

This individual is responsible for:

- Assisting the management/supervisory team in achieving their goals through employees.
- Ensuring application of sound HR practices and programs.

At this level, the individual must have experience in all of the following HR functions and be capable of identifying and correcting potential problems and also determining and prioritizing appropriate initiatives in the following HR areas:

- Affirmative Action/Respect in the Workplace
- Employee Benefits
- Employee Advocacy
- Employee Communications
- Employee Handbook
- Employee Recognition
- Employee Relations
- Employee Retention
- Health/Safety
- HR Policies and Procedures
- HRIS
- Job descriptions/job evaluation process
- New Hire Processing
- Promoting/Transferring
- Records Processing/Retention
- Legal Compliance
- Litigation Avoidance
- Performance Management
- Recruitment/Selection
- Training and Development
- Union Avoidance and/or Interface
- Workers Compensation