**POSITION OVERVIEW**

| Department: | Office of the Provost - HR for Staff |
| University Classification: | Human Resources Associate | UI Job Code: | PGA1 |
| Pay Level: | 2B |
| Working Title: | HR Associate |
| Percent Time: | 100% (40hrs/wk.) | Position Type: | Regular P&S, Ongoing |
| Administrative Supervisor: | ☒ Yes ☐ No | Reports to: | HR Generalist |
| Compensation: | $41,000 - $47,000 pending final candidates related experience |

**POSITION SUMMARY**

The HR Associate is responsible for executing HR related tasks, processes, and projects of day-to-day operations according to HR strategies, within the Office of the Provost/University College assigned departments. Primary functions include transaction system expertise, appointment management for assigned employee types, employment law compliance, and recruiting support. This role requires independent judgment and decision making in applying University and departmental policies and procedures as well as confidentiality and discretion.

**WHAT YOU DO**

**HR Program Administration & Operations:**
- Initiate and manage HR transactions in workflow (appointments, change in status, special compensation, time record corrections/management, etc.).
  - Serve as liaison and expert for HRIS transaction system with HR coordinator.
- Assist with processing and managing complimentary, student and temporary appointments.
- Answer questions and assist end users in system access and functioning of HR applications such as Self Service, Performance Management system, Compliance & Qualifications system, and OTAC.
- May assist HR team in creating/facilitating trainings or efforts for staff.
- Other programs and assistance as assigned.

**Advising/Communication:**
- Respond to staff and supervisors regarding HR regulations, practices, policies, and procedures. Consult with supervisor, local HR team, or University HR, as appropriate.
- Support and communicate HR updates and initiatives to departmental staff and leadership as appropriate.
- Create and disseminate routine communications for assigned departments and external constituents, as needed.
- Explain routine operations/processes to staff.
- Triage HR email inbox to appropriate HR team member and/or research and respond to routine inquiries.
Talent Management & Engagement:
- Create requisitions and initiate approval routing through Online Talent Acquisition Cloud (OTAC) for recruiting across the Org. Develop and update templates and reference documents. May correspond with candidates. May maintain Office of the Provost HR web page listing department opportunities.
- Assist with student and temporary recruitment processes.
- Assist HR team with Org and Department engagement and training surveys and analysis.
- Conduct credential checks and reference checks, as needed.

Compliance with Policies, Laws & Regulations:
- Complete federal I9s with new hires.
- Run and review HR reports to track and monitor compliance with federal I9s, time reporting, training, credentials, etc.
- Communicate and manage training needs with staff and supervisors. Troubleshoot system access issues or questions.
- Communicate performance review deadline in a meaningful and timely manner and ensure that departments are 100% compliant.
- Provide basic instructions and guidance regarding policies and practices. Direct managers and employees to resources/informational documents.

Strategic Planning:
- Collaborate with HR team on processes and procedures for requesting, reviewing, and approving unit, department, and org level policies and plans (i.e., departmental specific flexible work arrangement policy).
- Participate in work groups for University HR initiatives and work with related HR organizations on professional development or areas of interest and benefit to campus. Review and provide input on the Org HR Roadmap.

HOW YOU DO YOUR JOB (learn more about competencies and proficiency levels here)

Accuracy and Attention to Detail: – Proficiency: Working

What this looks like:
- Processes detailed information with good accuracy.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to ensure that information goes out error-free.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.

HR Operations: – Proficiency: Working

What this looks like:
- Implements a specific aspect of day-to-day HR operations according to HR strategies.
- Records all HR data and transactions in Human Resources Information Systems (HRIS).
- Generates and interprets standards and management reports on HR activities.
- Documents routine workflow, resource requirements, dependencies, and criticalities.
- Assists training sessions related to HR processes and systems.
HR Planning and Development: – Proficiency: Basic

What this looks like:
- Identifies main HR operational challenges and issues.
- Describes key roles of HR planning and development.
- Documents main HR functions (e.g., recruitment, retention) that need to be planned and developed.
- Identifies organizational usage of HR planning and development.

Performance Management: – Proficiency: Basic

What this looks like:
- Understand performance management concepts.
- Knows organization's core performance factors and ratings.
- Can explain organization's performance management process.
- Participates in own performance review or performance checkpoint session.

Staffing, Hiring, Selection: – Proficiency: Basic

What this looks like:
- Understands organization's recruitment and selection practices.
- Can describe organization's internal mobility and staffing process.
- Knows how to research organization's staffing and hiring policies.
- Identifies staffing needs in own area.

Communicating for Effective Relationships: – Proficiency: Basic

What this looks like:
- Demonstrates examples of good listening, communication, and interpersonal skills.
- Communicates well with others by adapting communication style for the intended audience and situation.
- Listens to and delivers feedback without defensiveness or offending the recipient.
- States the basic steps to develop good working relationships.

Data Gathering and Reporting: – Proficiency: Basic

What this looks like:
- Applies basic data-gathering methodologies.
- Identifies the key objectives of gathering data.
- Describes alternative data-gathering techniques and tools.
- Identifies key sources of needed information.

Human Resources Policies, Strategies and Environment: – Proficiency: Basic

What this looks like:
- Identifies the features of HR policies, strategies, and environment.
- Clarifies which HR component would address a given employee issue.
- Explains typical examples of proper and improper behavior in HR policy compliance.
- Gathers information for HR management and development from various sources.
UNIVERSITY EXPECTATIONS (see definitions and proficiency levels here)

Collaboration/Positive Impact – Proficiency: Working

What this looks like:
- Shares appropriate information/feedback openly, professionally, and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

Diversity, Equity, and Inclusion – Proficiency: Working

What this looks like:
- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity and inclusion.

Service Excellence/Customer Focus – Proficiency: Working

What this looks like:
- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complaint, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

QUALIFICATIONS YOU BRING

Required

- A bachelor’s degree in Human Resources Management, Business Administration or related field, or an equivalent combination of training and experience.
- Some human resources or related experience (at least 6 months), including operations coordination, implementing HR or related tasks, processes, and projects to ensure that day-to-day operations run smoothly, etc. (May include undergraduate internships and employment.)
- Demonstrates a basic proficiency level in:
  - knowledge of state and federal regulations affecting human resources policies, practices, and procedures.
  - knowledge of data gathering and the ability to utilize tools, techniques, and processes for reporting data for assigned projects and make recommendations based on analysis.
  - knowledge and application of effective communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
- Demonstrates a working proficiency level in:
  - ability to provide excellent service, directly or indirectly, to meet or exceed customer needs.
  - understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
the commitment to and fostering of diversity, equity and inclusion and ability to articulate the reasons for its importance.

**Desired**

- Experience working with an electronic system/database and reports for HR or similar.
- Human Resources Certification (i.e. PHR, SHRM-CP) and/or commitment to the HR field through training and development.
- Basic understanding and/or direct knowledge of considerations of a public institution and how human resources functions in a large university environment.

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**ABOUT THE OFFICE OF THE PROVOST & HR FOR STAFF TEAM**

The Office of the Executive Vice President and Provost provides academic leadership to the University of Iowa. Its fundamental mission is to champion innovation and excellence in teaching, research, creative production, and service. As the HR Team for Staff, it is our goal to support, equip, and empower our faculty, staff, and students in a way that is positive, proactive, and progressive. We focus our key resources on developing, retaining, and promoting a talented and diverse workforce. By fostering a culture of trust, implementing innovative programs, efficient processes, and bolstering employee engagement, we strive to strengthen our quality campus environment, which furthers the mission and vision of the University of Iowa as a whole.