



**Job Title:** Human Resources Coordinator

**Location:** Main Raleigh Office (In-Office Position)

**Reports to:** Human Resources Director

**FLSA Status:** Non-Exempt

**Salary Grade:** 8

**Salary Range:** \$50,000 - \$55,000

**Who we are:** Carolina Small Business Development Fund (CSBDF) is a nonprofit and certified community development financial institution (CDFI). We are passionate and committed to providing support to small businesses across the state. Our Mission is to foster economic development in underserved communities by providing capital, business services, and policy research to support small businesses. CSBDF provides assistance to small businesses in four major ways: as a partner, as a trusted guide, as an advocate for small businesses, and as an accessible funding source. Our work supports our vision to create economic opportunity for all people.

**Nature of Work:** The Human Resources function is a vital role that helps to ensure legal compliance and supports the employee experience. The Human Resource Coordinator facilitates the human resource processes at all business locations. This role administers employee health and welfare plans and acts as liaison between employees and the PEO. This position resolves benefits-related problems and ensures effective use of plans and positive employee relations acting as the liaison between HR and employees, ensuring smooth communication and prompt resolution of requests and questions. The Human Resource Coordinator is responsible for reviewing payroll, maintaining compliance with federal and state regulations and ensuring that plan provisions are followed. This position will also create policies, processes, and documents.

**Supervisory Responsibilities:** Works under the general supervision of the Human Resources Director and has no direct supervisory responsibilities.

**Essential Job Functions:**

*The following duties are NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

**Human Resources Team Functional Area:**

- Assists in the recruitment process in alignment with the organization's Talent Acquisition Strategy:
  - Assists and supports talent acquisition activities and initiatives: posts job openings, reviews resumes and tracks candidates' status in the ATS.
  - Schedules and conducts interviews as requested.
  - Ensures a swift and positive experience for applicants.
- Performs onboarding of all new hires:
  - Ensures new employees complete all required paperwork within established timelines; distributes applicable paperwork
  - Prepares employee files and maintains compliant record keeping.
  - Completes Forms I-9, verifies I-9 documentation, and submits E-Verify.

- Assists in auditing I-9s.
- Remains current and compliant with all I-9 and E-Verify regulatory requirements.
- Submits online investigation requests and assists with new-employee background checks.
- Ensures a swift and positive experience for newly hired employees.
- Assists HR Director with New Hire Orientation as needed.
- Process biweekly payroll for HR Director approval in HRIS Nextep:
  - Assists with processing of payroll. Reviews timesheets, manages changes, promotions, and terminations in collaboration with Nextep representative.
  - Reviews paid-time-off balances for accuracy.
  - Runs and saves reports as needed.
- Benefits Support:
  - Provides information to employees on all benefits-related questions; assists with all updates and changes to benefits during the year including but not limited to qualifying life events, name changes, etc.
  - Responsible for providing support for Open Enrollment; this includes but is not limited to answering benefits-related questions for employees, ensuring employees complete enrollment, and assisting with applicable enrollment audits.
  - Processes required documents through payroll and insurance providers to ensure accurate record-keeping and proper deductions.
- Management of the Performance Management tool Culture Amp:
  - Assists with the preparation of the performance review process.
  - Provides training and assistance with Culture Amp as needed.
  - Maintains users and tracks evaluation dates
- Other:
  - Conducts audits of payroll, benefits or other HR programs and recommends corrective action.
  - Be a resource for midlevel Directors and upper management leadership for HR related activities.
  - Assists with implementation of HR change initiatives.
  - Coordinate training for staff as needed.

*Office Management Functional Area:*

- Orders office supplies as needed.
- Reserves conference rooms and assists with technical set-up as needed.
- Orders supplies or meals for meetings or events as needed.
- Support any functional team with projects on a case-by-case basis.
- Acts as the face of the organization for customer service at Headquarters and logistically supports traffic flow including clients/borrowers' requests and guests' inquiries.
  - Manages incoming mail and scans to appropriate team members.
  - Answers incoming calls from clients and provides assistance.
  - First point of contact for employees or clients who need direction or resources.
- Partner with IT to manage projects including hardware, software, and process improvements.
  - Manages technical set-up and troubleshooting for employees.
  - Places IT tickets as needed.
  - Maintain inventory of all equipment.

Performs other duties as assigned and various HR related activities.

**Qualifications:**

**Experience:**

Carolina Small Business Development Fund

- Bachelor's Degree preferred.
- One year of human resources experience preferred.
- Any combination of experience and training considered equivalent to the education preference.

***Skills/Abilities:***

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and a keen attention to detail.
- Working understanding of human resource principles, practices, and procedures. Ability to research, understand, and communicate complex labor laws.
- Excellent time management skills with a proven ability to meet deadlines. Manages time by identifying priorities, planning workflow and sequencing projects to maximize efficiency and effectiveness.
- Strong ethical standards: ability to exercise independent judgement and professional discretion when handling confidential information.
- Creative problem solving. Demonstrated history of critical thinking to solving and preventing problems.
- Proactive and takes initiative.
- Proficient with Microsoft Office Suite or related software.

***Living our Values:***

Our brand symbolizes how we enact our theory of change in support of current and aspiring small business owners. The torch logo reflects a three-pronged commitment to help entrepreneurs grow and thrive through affordable financing, holistic business solution services, and evidence-based policy research. The strategic road map is based on a set of guiding values that are the foundation of our activities. We have adopted the following shared corporate values:

- Embrace Diversity, Live with Integrity, Maintain Trust, Foster Stability, Be Efficient, and Aligned Accountability.

***Physical Demands:***

The work is primarily sedentary but may involve some physical exertion during the course of normal work activities, and travel to meetings, conferences, or workshops in other cities. Must be able to regularly use hands and fingers for computer work

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.

***Work Environment:***

Work involves the normal risks or discomfort associated with a standard office environment and is usually in an area that is adequately heated, lighted, and ventilated.

***Compensation: \$50,000 - \$55,000/year***

We offer a competitive salary that is dependent on prior experience. Our benefits package includes Medical, Dental, Vision, Short Term Disability, Long Term Disability, 401k Account with employer match, plus generous vacation and sick time.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

***Carolina Small Business Development Fund (CSBDF) is an equal opportunity employer, including disabled persons and veterans.***