

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 5383  
Grade: 10

### Standard Job Description

**Job Title**  
HR Receptionist

**Department**  
Human Resources

#### **Job Summary**

A confidential position, which under general supervision, is responsible for greeting and providing services to all customers – internal and external – to the Human Resources Department for the employees of Stroger, CORE , System and Ambulatory facilities. Responsibilities include directing applicants who are seeking employment with the Health and Hospital System; providing current employees with the proper information and documents regarding their employment and benefits; and providing information to all customers who present to the Human Resources Department for assistance. Prepares and processes paperwork for the hiring process using Microsoft Office and other software.

#### **Typical Duties**

- Greets all customers - internal and external - in a courteous and professional manner. Directs all customers to the sign-in sheet to indicate purpose of visit and the person they wish to see and directs customers to proper areas within the Human Resources (HR) Department. Answers inquiries and distributes requested documents as needed.
- Answers all incoming calls to the department in a courteous and professional manner.
- Refers all phone calls and inquiries that are not related to the front desk receptionist area to the proper individual within the department.
- Dates and time stamps all documents presented to department for processing.
- Sorts and delivers mail to designated mail box for HR staff.
- Maintains sign-in sheets at reception area and directs customers to sign in for services needed. Provides monthly report to HR Director regarding number of visits; reason for visits; and staff member met with.
- Maintains reception area posting boards to assure that current postings are posted and expired postings have been removed in accordance with expiration date.
- Distributes Tuition Reimbursement forms; Family Medical Leave Act (FMLA) applications; Benefits applications; and Leave of Absence Request forms as requested and instructs employees on how to complete forms. Upon submission to HR Department, reviews for completeness and returns any incomplete applications to employees.
- Notifies SR HR Coordinator when forms need to be re-ordered in a timely manner.
- Does initial "look-up" in Financial Management Information Systems (FMIS) to determine eligibility for FMLA, leaves and tuition reimbursement
- Notifies SR HR Coordinator in a timely manner when front desk supplies are low so that required materials can be ordered.
- Sends faxes and mail correspondence as requested by HR Specialist, SR HR Coordinator and Director.
- Adheres to all Health and Hospital System and Cook County Government policies and procedures.

### **Typical Duties continued**

- Serves as back-up to filing sections and processing of Identification Badges.
- Performs other related duties as assigned.

### **Reporting Relationships**

Reports to the SR Human Resources Coordinator

### **Minimum Qualifications**

- High School Diploma or GED equivalent
- Two (2) years of full-time paid clerical work experience in a Human Resources environment
- Must demonstrate the ability to type at a corrected rate of 25 WPM.

### **Preferred Qualifications**

- Two (2) years of full-time paid clerical work experience in a Human Resource environment providing service for 1000 or more employees.

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of specific equipment, including computers, calculators, and ID equipment.
- Demonstrated ability in the use of Microsoft Office (Word, Excel and PowerPoint).
- Excellent verbal and written communication skills.
- Excellent administrative, organization and time management skills.
- Must be dependable, flexible and work as a team member.
- Ability to deal with and solve problems involving concrete variables in standardized situations.
- Strong interpersonal skills necessary in dealing with the public, internal customers and personnel issues.
- Sensitivity and respect in serving culturally diverse applicants and employees.
- Excellent written and verbal communication skills to work with all levels of individuals.
- Excellent analytical and critical thinking skills.
- Mathematical skills to include: basic addition; subtraction, fractions, multiplication; and division.
- Conflict management skills for dealing with irate applicants, staff and personnel problems.
- Attention to detail for employee information, documentation, and communication of information to all customers.
- Work to meet deadlines.
- Strong project management skills.
- Must be able to travel to and from and at or out of any of the CCHHS facilities in a timely manner.

### **Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

