



Job Code: 5827
Grade: 12
HCWR: N

Job Title
Human Resources Assistant

Department
Human Resources, Operations

Job Summary

A confidential and critical position, which under general supervision performs a variety of specialized, complex activities in the coordination of Human Resources operations. Strong emphasis on proactive problem resolution and departmental communications.

Typical Duties

- Plans, coordinates, and participates in HR related programs and activities.
- Investigates, documents, and resolves HR problems and issues.
- Serves as a primary contact for routine HR-related inquiries from management and staff. Research and respond to issues. Escalate more complex inquiries to the appropriate resource.
- Reviews and processes tuition reimbursement requests. Notifies employee of incomplete information and provides follow-up.
- Prepares weekly and/or monthly HR metrics reports, including but not limited to HR transactions; tracking of leaves; data regarding non-CCH staff such as contractor/consultant staffing, volunteer staffing, etc .; recruiting and staffing metrics and other reports when and as needed.
- Reviews all personnel forms for completeness and accuracy.
- Assists in the preparation and distribution of internal communication.
- Maintains communications across CCH as necessary to obtain, update, and provide information.
- Assists with greeting 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 area within the HR Department. Answers inquiries and distributes requested documents as needed.
- Works on special projects when and as assigned by management.
- Performs data entry; set up and maintenance in the HR Information System for employees and non-CCH staff.
- Manages the Hospital Identification System including but not limited to creating Hospital Identification Cards for all individuals authorized to be on the Stroger campus such as employees, volunteers, contractors, students and residents; assures that the proper building access is given to authorized individuals; maintains supplies for ID processing which includes ordering and tracking of cards, ribbons, holders, etc .; assures the equipment is properly maintained; generates reports when and as needed.
- Onboarding of non-CCH staff including but not limited to contractors, volunteers, and research assistants.
- Maintain and monitor files for all CCH employees and non-CCH staff to ensure all compliance documents are up to date.
- Performs employment related inquiries including employment verifications, public service loan applications and pension fund benefit form.



Typical Duties

- Creates and maintains designated Employee Personnel Files; gathers and assures all required documents are placed within the Employee Personnel files in a timely fashion, including but not limited to pre- and post-employment documents; appropriate acknowledgement forms; annual competencies; certifications; licenses; and any and all other employment-related documents. Ensures all documents to be placed in personnel files are date and time stamped.
- Maintains "Sign-Out" cards for Employee Personnel files and assures that signed-out files are returned to file section the same day.
- Prepares copies of requested personnel files for the purpose of subpoena inquiries, file reviews, legal inquiries, etc.
- Ensures sufficient supplies are on hand and notifies the designated interview when supplies are needed.
- Supports and assists with HR Front Desk coverage, as needed.
- Performs other related duties as assigned.

Minimum Qualifications

- High School Diploma or GED and two (2) years of full-time work experience in an administrative, customer service and/or clerical role
- OR
- Associate's Degree or higher from an accredited institution with one (1) year of full-time work experience in an administrative, customer service and/or clerical role
- Must be proficient in Microsoft Office with a high concentration in Excel spreadsheets
- Must be able to type 25 words per minute
- This position requires traveling to work assignments for which the employee must provide his or her own adequate means of transportation

Preferred Qualifications

- Previous work experience in a major hospital, medical center, university, government agency or corporation with more than 1,000 employees working at the same site
- Previous work experience in a fast-paced environment with a high volume of work
- PHR certification

Knowledge, Skills, Abilities and Other Characteristics

- Sensitivity and respect in serving culturally diverse applicants, employees.
- Ability to work in a rapidly changing healthcare environment
- Strong interpersonal skills necessary in dealing with the public, internal customers and personnel issues
- Excellent written and verbal communication skills to work with all levels of individuals internally and externally
- Excellent analytical and organizational skills, problem solving skills, critical thinking skills, dependability, flexibility and the ability to handle multiple projects in a fast-paced environment with multiple, changing and competing priorities under stressful situations and deadlines
- Strong organizational skills, with the ability to organize, and track a high volume of



Knowledge, Skills, Abilities and Other Characteristics

paperwork and projects and in a fast-paced environment

- Attention to detail for employee information, documentation, and communication of information to all customers
- Strong project management skills
- Ability to work independently and collaboratively with minimal supervision
- Enthusiastic and self-motivated.
- Excellent administrative, organizational, and time management skills
- Must be dependable, flexible and work as a team member
- Must be able to travel to and from and at or out of any of the Cook County Health facilities, including the Cook County Bureau of Human Resources 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.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.