



JOB TITLE: Human Resources & Training Specialist
DEPARTMENT: Human Resources
REPORT TO: Senior Manager of Human Resources
LOCATION: Lewisville, Texas
SALARY GRADE: Level 103
SALARY RANGE: DOQ (\$49,151.00 - \$61,439.00 annually)

LAST REVISION DATE: 10/2021
EEO: Professional
FLSA: Exempt, Full-Time

PURPOSE OF JOB

Under direction of the Senior Manager of Human Resources, the Human Resources & Training Specialist will provide support in the Human Resources department for functions such as recruitment, payroll and benefits, human resources, employee support and outreach, training development and presentation, employee relations, engagement and retention, relevant research, and records management.

ESSENTIAL FUNCTIONS

- Assists with various human resources management functions including recruitment, candidate screening and selection, payroll and benefits, compensation, employee outreach and support, training development and presentation, employee relations, reporting, and records management
- Acts as the first-tier response for employee and vendor inquiries and concerns
- Enters necessary information into the HRIS system, including new hire setup and data maintenance
- Coordinates and administers new hire orientation and onboarding and assists with communication or scheduling of any needed training across the agency
- Assists with preparing and submitting paperwork for terminations and new hires
- Assembles information, compiles statistics, and prepares reports, as requested
- Prepares correspondence and manages required paperwork for payroll and benefit changes
- Assists with annual benefit enrollment including preparation of election forms, presenting information, data entry, and submitting enrollment paperwork to benefit carriers
- Administers and communicates needs for Family and Medical Leave Act (FMLA), administrative, and disability leave, while tracking necessary leave time and ensuring compliance
- Supports the Human Resources department with Affordable Care Act (ACA) reporting and compliance and determining benefit eligibility
- Prepares and records employee identification badges
- Performs research related to compensation, benefits, and Human Resources best practices to ensure compliance and to help DCTA remain competitive, as needed
- Responds timely to requests for verifications of employment, unemployment earnings requests, Texas Workforce Commission (TWC) requests, and information requests related to Workers' Compensation
- Continually maintains items such as personnel files, medical files, payroll files, etc.
- Reconciles monthly insurance benefit invoices with payroll deductions to ensure financial accuracy and compliance
- Plays an active role in the recruitment process, including candidate review, pre-employment assessments, communication with applicants, pre-boarding, and facilitating a strong hiring process for candidates and new hires
- Assists Finance and Human Resources with requested information for the annual audit
- Serves as the permanent chair of the Wellness Committee and actively engages ideas to increase employee wellbeing
- Manages and recommends employee outreach initiatives (i.e. Stay Interviews), encouraging employee connection, inclusion, and growth; and supports the DCTA Servant Leadership culture
- Develops, implements, and presents employee training materials in an understandable manner, including mandatory compliance trainings and identified professional development; working with external contractors, when required
- Coordinates with departments and tracks all agency-required trainings (i.e. IT cybersecurity, annual procurement, etc.), and files documentation in personnel files

- Identifies and executes ways for increased employee engagement, employee satisfaction, and occupational growth throughout the agency
- Collaborates with other departments on record retention requirements, as necessary
- Leads the facilitation of employee relations and/or teambuilding events, collaborating with the Marketing Department, when needed
- Responsible for employee recognition materials and events (i.e. birthdays, work anniversaries, professional achievements)
- Maintains employee confidence by keeping human resources information confidential
- Serves as a backup with payroll processing, when necessary
- Supports the Finance department with administrative tasks sporadically
- Assists with Freedom of Information Act (FOIA)/Public Information Requests, when needed
- Assists Senior Manager of Human Resources, Chief Financial Officer, and/or NTMC Human Resources with other projects as assigned

REQUIREMENTS TO PERFORM WORK

Knowledge of:

- Basic knowledge of Human Resources practices
- Working knowledge of Affordable Care Act and Insurance reporting/compliance
- Basic knowledge of payroll laws preferred
- Kronos Payroll System (“UKG Ready”) experience preferred
- Proper usage of English Language, with strong professional communication skills, both written and verbal
- Microsoft Office suite including Word, Excel, PowerPoint, Outlook
- Principles and practices of routine analytical research

Ability to:

- Establish and maintain effective working relationships with those contacted in the course of work
- Prioritize items, and be efficient on time-sensitive matters
- Understand and follow oral and written instructions
- Compile and maintain complex and extensive records
- Intermittently review documents related to department operations
- Understand, interpret and explain department policies and procedures
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments
- Work independently to perform a variety of functions and manage multiple projects at one time while working in a dynamic environment with changing priorities to meet established deadlines.
- Ability to problem solve timely and effectively
- Develop and present training materials in an effective manner
- Communicate effectively, both in written and oral format

The ideal candidate will:

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization’s well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

EDUCATION AND EXPERIENCE

- Associates or Bachelor's degree in business, human resources, or related field
- Three (3) years of experience in human resources, training, payroll, and/or benefits, or equivalent combination of relevant education and experience
- SHRM-CP/SCP (PHR/SPHR) certification a plus

Special Requirement: Hold a current valid Texas Driver's License or have the ability to obtain one upon entry into the position.

PHYSICAL ACTIVITIES

Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; lift light weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using computer keyboard; talking and hearing when dealing with customers.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- One 8-hour paid day off for your birthday.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- Regional transit passes (bus and rail) for you and your immediate family.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.