



# Navajo Agricultural Products Industry (NAPI) POSITION DESCRIPTION

<b>JOB TITLE:</b>	<b>HR CLERK</b>	<b>JOB CODE:</b>	
		<b>PAY GRADE:</b>	ADM
<b>DEPARTMENT:</b>	Human Resources	<b>PAY STATUS:</b>	Full-Time/Hourly
<b>REPORTS TO:</b>	Human Resources Manager	<b>REGULAR / SEASONAL:</b>	Regular
<b>APPROVED BY:</b>	<i>Bentley &amp; John</i> , Human Resources Manager	<b>DATE APPROVED:</b>	6/16/2017

## I. POSITION FUNCTION SUMMARY:

Under direct supervision, the HR Clerk provides customer service and switchboard operations at the central reception, acts as the face of the company as he or she will greet, assist and direct visitors; provides administrative assistance to the Human Resources Department with phone support, filing, data entry, copying, general HR clerical work, and special projects as assigned.

**Department Job Assignments:** *This Job Description is intended to be somewhat general in nature with respect to the job family, and as such it does not detail all duties of a particular job assignment. Additional duties, responsibilities, and accountabilities may be assigned to an incumbent in this position depending on the Department Job Assignment.*

## II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:

*The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this Job Description may be updated accordingly. This Job Description does not constitute a written or implied contract of employment.*

### Reception Duties

1. Operates multi-line telephone to answer, screen, or forward calls; greets and directs guests/calls to appropriate destinations with kindness and courtesy, providing information, taking messages or scheduling appointments.
2. Maintains sign-in log for visitors and applicants.
3. Greets persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
4. Transmits information or documents to customers and/or applicants, using computer, mail, or facsimile machine.
5. Provides information about establishment, such as location of departments or offices, employees within the organization, or services provided.
6. Monitors two-way radio communications and responds to Main Office calls. Performs pages as requested.
7. Collect, sort, distribute or prepare mail, messages, FedEx, UPS, and other couriered items.
8. Process and prepare memos, correspondence, travel arrangements or other documents.
9. Responsible for the display and removal of flags at the start and end of each business day.
10. Communicates effectively with customers, visitors, applicants, and employees.
11. Maintains upkeep of the company lobby area to reflect a professional atmosphere.

12. Updates and produces the phone directory and radio list monthly.
13. Sets up teleconferencing equipment and troubleshoots if necessary.
14. Complete faxes when directed and distribute incoming faxes to appropriate employees.
15. Demonstrates professionalism and upholds confidentiality at all times.
16. Handles special administrative projects upon request by the Office of the Chief Executive Officer.
17. Cross-trains and serves as a backup for other department personnel as needed.

#### **HR Clerk Duties**

18. Screens employment applications for completeness, obtains copy of state driver's license and other required information. Forwards application to HR in a timely manner.
19. Requests a copy of applicant's Motor Vehicle Record by telephone on the same day applications are received. For out of state licenses, asks applicant to provide a copy before a referral can be made.
20. Monitors form rack and maintains sufficient supplies. Maintains adequate mailing supplies and postage.
21. Performs filing for HR daily and accurately.
22. Performs data entry for personnel transactions into HR Online accurately and in a timely manner.
23. Enters information into Application Data Base, runs queries and reports.
24. Completes the weekly Application report.
25. Completes the biweekly Manpower Report.
26. When all tasks are complete seek other assignments in HR.
27. Performs a variety of internet research functions and uses word processing and presentation software.
28. Verifies employment by following department protocol for releasing employee information to financial institutions.
29. Assists in the employment processing of new hires.

#### **Other**

30. Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
31. Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
32. Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis. Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
33. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

### **III. POSITION AUTHORITIES AND ACCOUNTABILITIES:**

#### **General:**

Position has moderate level of line responsibility and minimal authority to make independent decisions over an assigned function. A person in this position regularly takes responsibility for a key operation or function due to their level of skill.

#### **Budgetary & Financial Resources Accountability:**

Position has low level of accountability for budgetary or financial decisions, and decisions will have a minimal degree of impact on resource utilization within NAPI.

### **Equipment/Material Management & Accountability:**

Position has minimal responsibility for equipment or material; proper use of equipment, material, or supplies is an example.

### **Confidential and Sensitive Information:**

- Incumbent has a minimal level of access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has a minimal to moderate level of access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families, and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has a minimal to moderate level of access to health data of employees and their families, and to health data of customers/clients/members and their families, and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

### **Independence of Action; Supervision Received:**

The HR Clerk-Receptionist works under direct supervision of the HR Manager. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

### **Supervision Exercised:**

The HR Clerk-Receptionist is responsible for own work, and has no supervisory authority or responsibility, although the HR Clerk-Receptionist may have functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the HR Manager.

## **IV. POSITION QUALIFICATIONS AND REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Experience:**

#### ***Required:***

- High School Diploma (or GED or High School Equivalence).
- Some college course work in Administrative Office Assistant, Business, Human Resources Management or a relative field of study.
- At least three (3) years of work experience in office administration, reception and customer service or a related field.

#### ***Preferred:***

- An Associate's Degree in Administrative Office Assistant is preferred.
- Certificate in business, administrative services, or directly related discipline from a recognized accredited educational institution.
- One (1) year directly related work experience in human resources.

#### ***Substitution:***

- Additional education or training may substitute for experience requirement.

### **Navajo Preference:**

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NEPA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

### **Language Requirements:**

#### ***Required:***

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

#### ***Preferred:***

Bi-lingual (English/Navajo)

### **Shared Responsibilities:**

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.
- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

### **Core Competencies:**

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.
- **Initiative:** Taking ownership of our work, doing what is needed without being asked, following through
- **Coachability:** Being receptive to feedback, willing to learn, embracing continuous improvement
- **Efficiency and Continuous Improvement:** Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things.
- **Safety:** Comply with and actively support all workplace safety policies and practices.

- Team Player: able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.

### **Knowledge, Skills and Abilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of basic human resource records clerical procedures and methods, and the ability to apply them timely and with a high degree of accuracy.
- Knowledge of relevant equipment, policies, and procedures, and strategies to promote effective security operations for the protection of people, data, and property of NAPI.
- Knowledge of principles and processes for providing customer service and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in using computer applications including spreadsheet, database, and word processing software.
- Skill in working with details and being thorough in completing work tasks accurately.
- Skill in working with complex data entry projects from various types of source documents.
- Skill in computing, compiling, tabulating, charting, reviewing & supporting data.
- Ability to concentrate and handle detailed work.
- Ability to work under stress, and to perform with frequent interruptions and/or distractions
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to provide information to supervisors and peers by telephone, in written form, e-mail, or in person.
- Ability to develop constructive and cooperative working relationships with others, and maintaining them over time.
- Ability to enter, transcribe, record, store, or maintain information in written or electronic form in a timely and highly accurate manner.
- Ability to be honest, ethical, reliable, responsible, and dependable, in fulfilling obligations.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to be sensitive to others' needs and feelings and being understanding and helpful on the job.

### **Certification, Licenses and Registrations:**

- Must have and maintain a current New Mexico or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.

### **Training Requirements:**

- Must successfully complete all NAPI-required safety, CPR, Defensive Driving, and other training
- Must successfully pass and maintain training certification in all NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.

### **Tools and Equipment Used:**

- Standard office equipment, including desktop computer and standard MS-Office applications

- NAPI's two-way radio system, digital camera, and Famous computer software.
- Must be able to operate a company vehicle and a two-way radio.

**Other:**

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.

**V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS**

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent's employment file.

**Physical Effort and Demand:**

- Within normal limits of an inside office position. None to insignificant physical demand is required to perform the work; an employee in this position frequently sits at a desk or workstation.

**Visual Acuity, Hearing, Speaking, Manual Dexterity:**

- Must have visual acuity and manual dexterity to perform timely and accurate data entry;

**Mental Demand:**

- Effective performance requires continual thinking and attention to work/detail demanded by the Knowledge, Skills and Abilities and essential functions of the job.
- Must be able to work non-standard work hours as required to fulfill job responsibilities.

**Environment/Working Conditions:**

- Little to no hazardous conditions exist in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- Occasional negative psychological factors exist in the work environment.
- This position is not classified as "safety-sensitive."

**Continued on next page.**

**VI. EMPLOYEE ACCEPTANCE:**

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

	I acknowledge that I have been given access to a print and/or electronic copy of the NAPI Employee Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
	I understand that neither the Board of Directors nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done to meet the business needs of NAPI.
	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

**Accepted and Acknowledged by:**

\_\_\_\_\_  
*Employee Signature* *Date*

\_\_\_\_\_  
*Print Employee Name*

**Witnessed by:**

\_\_\_\_\_  
*NAPI Representative Signature* *Date*

\_\_\_\_\_  
*Print NAPI Representative Name and Job Title*