

Administrative Coordinator

\$30,992 / year or higher DOQ + [Full-time County Benefits](#).

James City County Human Resources Department seeks individual to perform responsible work supporting Human Resource (HR) Department staff in all areas of the County's comprehensive human resource management programs.

Responsibilities

- Provides first point of customer services to the public and to employees, in person, by telephone and online, answers routine questions regarding employment, benefits, training, personnel policies and other requested information.
- Provides clerical and administrative support to department staff in all areas of human resource specifications to include benefits, recruitment and employment, and employee relations.
- Prepares documents and materials for new employees and their supervisors and assists applicants and new hires in completing necessary forms and conditions for employment; assists applicants with using the application system; assists employees in completing human resource forms; assists with day-to-day administration of employment.
- Performs employment verifications for various companies using the Human Resource Information System (HRIS); processes tuition assistance requests, tracks program use and answers related questions.
- Maintains and compiles data and information in the HRIS system; completes standard reports in appropriate software.
- Verifies accuracy of invoices and maintains budgetary record on a daily basis for office management
- Oversees ordering and maintenance of office equipment, supplies and facilities; maintains department filing system; establishes control procedures for document retention in accordance with applicable laws and regulations; provides FOIA coordination.

Requirements

- Any combination of education and experience equivalent to a high school diploma; college degree or courses in public administration, human resource management, or a related field preferred; and, considerable experience in general office work including customer service required.
- Must possess or obtain within thirty (30) days of hire a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Knowledge of internet and software applications including Microsoft Office products; principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to edit communications for grammar, spelling, punctuation and tone. Skill in effective oral and written communication.
- Ability to effectively complete work and multi-task with frequent interruptions and handle sensitive information and maintain confidentiality.
- Ability to maintain moderately complex records and ensure their confidentiality; follow verbal and written instructions; work under pressure and meet deadlines; resolve problems and complaints and deal with irate customers effectively; understand and interpret policies and procedures.

Accepting applications until 11:59pm EST on 11/01/19. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamecitycountyva.gov>