**Position Summary**

Responsible for identifying and recruiting talent to fill job vacancies; administering the onboarding process; and gathering feedback to make improvements with current health center processes and programs.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. In accordance with applicable federal/ state requirements conducts full cycle recruitment process for personnel including: job fairs, tracking requisitions, job announcements, ad placement, applicant logs, screening, pre-screening telephone interviews, forwarding qualified job applications and resumes, face-to-face interviews utilizing a consistent set of qualifications, as requested, reference checking, pre-employment background/screening, extends employment offers, while working with the HR Director on wage placement, and offer letters to ensure compliance.

2. Processes transfer requests and status changes ensuring all required paperwork and benefit enrollments are complete.

3. Responds to inquiries from potential applicants and external agencies.

4. Coordinates interview schedules and travel arrangements.

5. Reviews and maintains information in the applicant tracking system. Utilizes the applicant database to select qualified candidates and track pertinent recruitment information.

6. Develops good working relationships with hiring managers and assist them in all aspects of the hiring process. Evaluates applicants by discussing job requirements and applicant qualifications with managers.

7. Improves organization attractiveness by recommending new policies and practices; monitoring job offers and compensation practices; emphasizing benefits and perks.

8. Manages new hire orientation to include pre- and post-hire requirements and coordinating orientation schedules.

9. Solicits feedback throughout the onboarding process and shares as appropriate.

10. Represent the health center at recruiting events and opportunities.

11. Develops and maintain a network of contacts to include schools, alumni groups, and other public organizations to find and attract applicants.

12. Maintains a working knowledge of trends in recruiting by reading articles, publications and other information to stay current on best practices.

13. Conducts exit interviews and coordinates and prepares paperwork for employee separations including exit interviews to determine reasons behind separation, notifying appropriate personnel within the organization.

**Competencies**

To perform the job successfully, the following competencies should be demonstrated.

* **Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
* **Health Center Culture** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.
* **Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.
* **Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service; responds to requests for service and assistance; meets commitments.
* **Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.
* **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.
* **Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
* **Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.
* **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
* **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

**Qualifications**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* **Education and/or Experience** - Associate’s degree or equivalent from two-year college or technical school in a related field and two years related experience and/or training; or equivalent combination of education and experience.
* **Certificates, Licenses, Registrations** - Current driver’s license and auto insurance
* **Physical Demands** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.
* **Work Environment** - The work environment characteristics 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. The noise level in the work environment is usually moderate.