AUBURN
Human Resources

Mgr, Onboarding Center

Job Description

JOB INFORMATION

Job Code	EB50
Job Description Title	Mgr, Onboarding Center
Pay Grade	HR11
Range Minimum	$68,050
33rd %	$86,200
Range Midpoint	$95,270
67th %	$104,340
Range Maximum	$122,490
Exemption Status	Exempt
Organizational use restricted to the following divisions	111 AVP, Human Resources
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	6/28/2022

JOB FAMILY AND FUNCTION

Job Family:	Human Resources
Job Function:	Onboarding

JOB SUMMARY

Under general direction by the Director, Human Resource Services, serves as the Onboarding Center Manager delivering a welcoming and positive onboarding experience for all newly hired employees as they prepare for their employment with Auburn University. Services include collaboration and coordination with multiple departments and central offices. The manager is responsible for the daily operations of the center and creating a positive, enthusiastic, and approachable environment ensuring all new employees feel welcomed.

RESPONSIBILITIES

- Develops and implements operations of the center in collaboration with Human Resources which includes, but is not limited to, developing and providing new employee guides, tools, and resources while ensuring processes, systems, and procedures are implemented and functional.
- Supervises center staff and ensures appropriate staffing to fully execute the onboarding activities of the center. This includes budget tracking, monitoring expenses, and ensuring appropriate inventory to execute activities.
- Analyzes data on new hires and onboarding/offboarding needs to maintain center activities, volume, and trends. Tracking also includes assessing the onboarding/offboarding experience through the development of survey tools to measure effectiveness of the experience and for continuous improvement of the center's processes and activities.
- Oversees New Employee Orientation for all Auburn University Employees. Manages the orientation process to include scheduling new employees, orientation content, schedules, employee checklists and other related forms, and various support. Ensures relevant and up-to-date information and resources are communicated with new employees.
- Partners with departments (including HR Liaisons) across campus and off-campus to engage new employees in the onboarding experience within a department. This may include developing and providing information for formalizing specific onboarding activities unique to the respective areas.
- Researches trends and best practices to ensure an efficient, consistent, and effective operational center that serves the needs of new employees and campus.
- Responsible for and ensures compliance of the accurate completion of Form I-9s and E-Verify actions within the specified compliance window for all new employees including foreign national hires. Maintains current knowledge base regarding I-9 processing and compliance in order to advise, troubleshoot, and coordinate I9 processes including remote I-9 completion. Remains up-to-date of changes in compliance for international hires and associated visa statuses in relation to length of status and responsible for Tentative Non-Confirmation procedures being met.

RESPONSIBILITIES

- Develops and maintains an organizational infrastructure to support and advise related to compliant work authorization activities for foreign national employees which includes partnership with various internal and external stakeholders.
- Manages reverification program through monitoring, communication and ensuring completion of Form 1-9 reverifications of work authorization for all employee types at the university. Provides guidance and collaboration with other offices on campus to meet timely and federal USCIS compliance requirements and university policies.
- Develops, maintains and continuously improves program policies, procedures, and other resources as a guide to all campus partners in the work authorization process and procedures of the employment of foreign nationals. Develops and ensures written protocols, policies, procedures, and website of relevant, up-to date information involving Form 1-9 and Everify programs. Maintains vendor relationship with Form I-9 and Everify program provider. Partners with hiring departments and Office of Tax Compliance to ensure successful completion of the proper tax compliance process based on current status prior to Form I-9 completion for all faculty, non-faculty, and student new hires and when reverification of work status is needed for continuing employment.
- Responsible for developing and ensuring privacy standards and protocols of handling personal information within the Onboarding Center which may include HIPAA information.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Human Resources, Business, or related field.	and	5 years of	Experience providing high-level customer service in a fast-paced, dynamic atmosphere while creating an enjoyable experience. Experience using computer software, databases and HR record systems. At least 2 years of experience supervising or leading full time employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge of HR; Form I-9 and E-Verify compliance and regulations; International statuses and related work authorization eligibility.	
Preferred understanding of Banner employee records.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting					X	
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching					X	
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.