

JOB INFORMATION

Job Code	EB37
Job Description Title	Dir, Campus Relations
Pay Grade	HR14
Range Minimum	\$93,990
33rd %	\$122,190
Range Midpoint	\$136,290
67th %	\$150,380
Range Maximum	\$178,580
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM

JOB FAMILY AND FUNCTION

Job Family:	Human Resources
Job Function:	HR Operations

JOB SUMMARY

Reporting to the Executive Director, Campus Relations, the Director, Human Resources Services, is responsible for: 1) Overseeing the successful operations of university's new-employee onboarding center, delivering a welcoming, positive, and enthusiastic environment, ensuring an efficient and effective onboarding experience for all newly hired employees as they prepare for their employment with Auburn University. The Onboarding Center also provides identification badge services to current employees as needed. 2) Managing employee records services to both internal and external customers that is professional, trusting, caring, friendly, helpful, accurate, timely, and compassionate. This is a hands-on managerial role supervising two records staff responsible for processing, maintenance, and compliant destruction of all electronic and paper-based records for Faculty and Non-faculty employees at Auburn University. 3) Engaging campus Human Resources Liaisons, in aligning campus human resources services with University Human Resources policies and procedures throughout their designated business units, utilizing appropriate processes and tools, providing accurate advice and guidance, and disseminating timely human resources information. Consults with Human Resources Liaisons to identify paths to resolution on human resources-related issues. Collaborating with University Human Resources functional leadership and the HR Liaison team, facilitates the proactive identification, integrated solution development, and resolution of human resources issues. Cultivates effective partnerships across the HR function campus-wide to deliver value-added service to Liaisons that facilitate human resources and university objectives.

RESPONSIBILITIES

- Directly supervises the Manager, Onboarding Center, in 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. Provides operational guidance as needed to ensure a welcoming, positive, enthusiastic, and approachable environment all new employees. Additional services are provided to current employees regarding their needs for new or replacement identification badges.
- Manages the sustainable maintenance, accuracy, accessibility, retention, and destruction of employee information in compliance with professional standards and state and federal regulatory requirements. Directly supervises two HR Records nonexempt staff employees and exercises functional accountability for the actions of human resources records systems users across campus. Personally demonstrates, and holds the records staff accountable for, timely, professional, and accurate responses to all internal and external employee information and processing inquiries.
- Provides guidance to HR Liaisons in all Human Resources related functions; conducts regular meetings with HR Liaisons to proactively identify and analyze solutions to effectively carry out their roles as HR Liaisons; provides guidance to Liaisons concerning policy interpretation and implementation.
- In partnership with AU's central human resources and HR Liaisons, researches, clarifies, and/or recommends various roles of HR Liaison service delivery across campus, including but not limited to, financial liaisons, time-keepers, and hiring supervisors.

RESPONSIBILITIES

- Identifies training needs for HR Liaisons and collaborates with Human Resource Development Staff and Subject Matter Experts to develop cohesive and timely training.
- Refers employee relations issues to the Executive Director of Campus relations for investigation and resolution.
- Recommends metrics and analyzes trends developing solutions, programs, and policies to assist HR Liaisons with services to departments.
- Maintains working knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance; assists in building supervisor's and manager's awareness of federal and state compliance obligations in the administration of their human resource talent.
- Collaborates with Liaisons and Central HR to facilitate working relationships that serve the campus efficiently and effectively; ensures solutions are consistent across campus and within departments. Ensures that all HR Liaison advisory teams are appropriately active and engaged.
- Collaborates with HR Liaisons, researches, plans, configures, and implements and effective onboarding processes for non-faculty employees.
- Serves as the Subject Matter Expert representing the HR Liaisons group regarding the configuration, implementation and training for the applicant tracking system and the onboarding process.
- Identifies and recommends criteria by which Liaison success will be measured and, in conjunction with the Executive Director of Campus Relations, provides performance feedback to liaison supervisors.

SUPERVISORY RESPONSIBILITIES

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 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	
	In Human Resources, Management, Business Administration, Industrial/Organizational Psychology or relevant field.		8 years of	Experience in human resources management including employment, staff development, employee relations, and/or compensation.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of human resources policies, practices, precedents and laws.

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
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