[**Office of Human Resources**](#)  

**Onboarding Supervisor – CA3015**

### General Statement of Duties

Supervises the activities and staff responsible for the onboarding process, including producing offer letters, pre-employment screening, new hire paperwork and onboarding processes.

### Distinguishing Characteristics

This class performs professional and supervisory work over paraprofessional and/or professional human resources staff.

The Onboarding Supervisor is distinguished from a Manager who manages the human resources services for one or multiple client Agencies. Partners with Agency leadership in determining human resource needs. Directs and develops a team of Human Resource Generalists/Business Partners. Supports a vision for leadership development to support successful attainment of client’s business strategies, goals and outcomes. Defines and supports organizational structure, workforce planning and talent management strategies. Demonstrates ability to select strong talent, fosters an environment that inspires strong employee performance.

### Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated outcomes for the agency/division.

Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the work unit(s).

Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving.

### Level of Supervision Received & Quality Review

Manages a work group(s) within a division by supervising individual contributor and/or team leaders.

Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.

### Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Communication at this level is internally and externally focused and involves establishing and maintaining effective working relationships with team(s), related work areas, and managers at all levels. Provides guidance and interpretation of the organization’s policies, procedures, and standards.

### Level of Supervision Exercised

Supervises a work group(s) within a division by supervising individual contributors.
Essential Duties

Directs and evaluates the work of professional human resources staff members, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Trains new staff members in human resources onboarding processes and problem solving techniques and methodologies. Orients staff with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws.

Assigns and distributes work, reviews work for accuracy, completeness and adherence to standards and requirements, and returns assignments with recommendations for proper completion.

Develops or modifies work plans, methods, and procedures and determines work priorities. Reviews the work of staff members and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Reviews new policy proposals or revisions and makes recommendations about their effectiveness.

Leads and serves on teams and builds and maintains effective relationships with managers and other stakeholders in order to discuss and resolve issues/concerns, exchange information, and recommend changes to improve human resource programs and services.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Provides work instruction and assists employees with difficult and/or unusual assignments and day/day issues.

Guides team in delivering a superior new hire experience by providing a high level of customer service and maintaining quality throughout the pre-employment onboarding process.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Ensures the accuracy and timeliness of all pre-employment processes and forms according to policy and guidelines and maintains confidentiality of applicant personal information.

Verifies all components of pre-employment screenings are completed including: background checks, employment verification, drug tests, physicals, and all other areas considered pre-employment screening.

Implements vision, strategies, plans and goals of Office of Human Resources in the areas of Talent Acquisition onboarding and candidate experience operational tasks.

Stays current on systems and technologies to ensure continuous improvements to process, tools, forms, materials, practices and workflows. Automated processes and a paperless environment is a critical aspect of onboarding.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.
**Competencies**

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Influencing - Collaborates with, persuades and influences others.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish section’s mission. Adapts approach to different people and situations.

Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

**Knowledge & Skills**

Knowledge of hiring, classification, benefits, and onboarding which includes offers, background checks, I9 and E-verify and other aspects of onboarding.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Skill in effectively managing multiple vendors.

**Education Requirement**

Bachelor’s Degree in Business Administration, Human Resources, or a related field.

**Experience Requirement**

Three (3) years of experience in human resources including one (1) year in a full performance role.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to pressure for multiple calls, inquiries, and interruptions.
Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: perceiving the nature of sound by ear.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
Sitting: remaining in the normal seated position.
Stooping: bending the body by bending the spine at the waist.
Talking: expressing or exchanging ideas by means of spoken words.
Vision Near acuity: ability to see clearly at 20 inches or less.

Background Check Requirement

Criminal Check
Education Check
Employment Verification

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-813
FLSA Code: Y
Management Level: 7
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 2/24/19
Revised By: Blair Malloy
Class History: Updated minimum quals and other minor spec edits.