Job Title: Employee Relations Assistant

BCAT Code: 09KX29   Effective Date: November 8, 2011
Pay Grade: G11   FLSA Status: Non-Exempt   Revision Date: November 1, 2014

General Description
Acts as the first point of contact for customers coming to Employee Relations (ER). Performs administrative duties for the department.

Examples of Duties
- Greets visitors and directs them to the appropriate point of contact within Employee Relations.
- Performs general office duties, such as receiving and distributing mail, faxes, etc. to the appropriate parties, delivering or picking up documents on campus, operating the document receipt log.
- Assists in creating supplies orders, input vouchers for invoices and travel into Spectrum.
- Coordinates unemployment claims for the University.
- Schedules unemployment hearing dates.
- Provides administrative and logistical support for unemployment and grievance hearings, training class preparations, and other meeting assistance.
- Maintains the Employee Relations (ER) Access database.
- Creates and maintains all ER files and records, such as consultation, grievance and unemployment spreadsheets.
- Assists with Open Record requests.
- Takes and keeps the staff meeting notes; types notes in the Employee Relations Consultation electronic form.
- Assists with the annual employee recognition activities and retirement programs, and other ER events for the University.
- Maintains the business database of participants in the University PERQS program.
- Performs other duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of computer operations and software, such as databases, spreadsheet, word processing, etc.
- Knowledge of basic business administration concepts.
- Effective time management, customer service, and organizational skills.
- Effective oral and written communication skills.
- Ability to pay attention to detail.

Minimum GSU Hiring Standards
Bachelor’s degree and one year of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.