



Job Description
Human Resources Coordinator

Created 7.17.13 by Amber Hejl
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Goal: Toward the goal of creating access for all to food that is healthy for people, land and the economy, and in cooperation with all Managers, the HR Coordinator is expected to develop and maintain an excellent human resource environment through hiring, training and evaluation.

Schedule: Part-time; 12 hours wk

Supervisor: General Manager

Responsibilities:

Human Resources

- Develop and maintain PFC hiring process
- Assist GM with orientation program for new employees
- Run the training team program and facilitate the development of training and training materials
- Assist GM with arranging travel and accommodations for external training programs
- Develop and maintain safety training program for all staff
- Develop and maintain evaluation program for all staff
- Develop and maintain employee job descriptions; revise as necessary
- Maintain employee policy handbook, SOP's, and other staff resources; revise as necessary
- Develop and maintain staff communication systems, and events (staff meetings, surveys, etc.)
- Assist and support all staff members with interpersonal concerns and difficulties
- Assist and support department managers with employee coaching
- Support anti-racism transformation team at PFC
- Support GM through exploration and support of employee benefits programs
- Attend bi-monthly management team meetings
- Maintain documentation of all personnel-related information and incidents
- Ensure that all required staff paperwork (tax, training, etc.) is updated and complete.

Communication

- Model excellent communication
- Communicate productivity, staffing or training issues, system improvement needs, and other relevant information to General Manager in a timely, thorough and professional way
- Keep staff informed of new procedures and safety procedures

Customer Service

- Provide excellent customer service (to staff, to customers, in person, via email, etc.) by responding promptly and courteously to all questions and concerns, working hard to ensure that all are satisfied after any interactions.
- Answer phone calls and e-mails in a timely (within 2 business days), friendly, and efficient manner.
- Participate fully in all required activities (inventory, all-staff meetings, etc.)

Skills needed:

- Excellent customer service
- Excellent organizational and communication skills
- Excellent task prioritizing
- Ability to work independently within a team