

CARF Job Description

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| Job title: | HRET Coordinator |
| Business Unit / Department: | Corporate Resources / HRET - HR Services |
| Reports to: | Human Resources and Training Manager |
| FLSA status: | Non-exempt (II) |

Position summary

The *HRET Coordinator* position supports CARF's mission, vision, values, goals and objectives by providing administrative support in the implementation of talent management programs that contribute to organizational effectiveness and are in compliance with company policies, and procedures, applicable laws, and contractual obligations.

The talent management lifecycle is CARF's systems approach to optimizing human capital that enables the organization to drive short-and long-term results by building culture, commitment, capability, and capacity through integrated talent:

- Acquisition (e.g., workforce planning, recruiting, selection, orientation/onboarding)
- Development (e.g., performance consulting and management, continuing education)
- Engagement (e.g., recognition, retention, compensation and benefits, risk management)

Essential duties and responsibilities

The following duties and responsibilities represent the essential functions of this job that an individual must be able to perform with or without a reasonable accommodation:

Workforce planning and employment

Implementing programs designed to build and maintain a workforce that meets organizational needs. In collaboration with key stakeholders/subject matter experts, responsibilities include, but are not limited to:

- Implementing surveyor selection and orientation/onboarding programs designed to secure qualified candidates/surveyors and enhance the intern experience; e.g., employment screenings, pre-boarding and orientation/onboarding paperwork/templates/checklists/content, onsite orientation/training.
- Implementing surveyor exit/offboarding programs that demonstrate respect/appreciation for the individual and encourage continued support of CARF's mission; e.g., turnover reporting/analysis.
- Maintaining accurate active/inactive surveyor records; e.g., HRIS, AIMS, LMS.

Human resource development

Implementing programs designed to enhance individual and organizational knowledge, skills, abilities, and other characteristics; enabling the advancement and achievement of organizational goals. In collaboration with key stakeholders/subject matter experts, responsibilities include, but are not limited to:

- Maintaining HRET training and communication calendars/timelines.
- Assisting in the assessment and implementation of HRD priorities (e.g., corporate education, HRET procedural guides, surveyor continuing education analysis/support) and other appropriate interventions (e.g., communication, system enhancements, process improvement), as assigned.

Employee relations

Engaging in activities that support a positive and productive work environment. In collaboration with key stakeholders/subject matter experts, responsibilities include, but are not limited to:

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- Promoting an organizational culture where CARF-sponsored activities/associations foster a commitment to diversity and inclusion and embrace accessibility concepts of “universal design.”
- Assisting in the implementation of surveyor recognition, engagement, and retention programs that represent CARF as an employer/accreditor of choice.

Compensation and benefits

Implementing programs designed to attract, motivate, and retain a high-performing workforce. In collaboration with key stakeholders/subject matter experts, responsibilities include, but are not limited to:

- Maintaining accurate surveyor payroll information; e.g., income tax withholding, direct deposit.
- Ensuring timely processing of surveyor training expense reimbursement requests.
- Processing requests for and executing employee and independent contractor agreements and ensuring timely payment for services; e.g., surveyor training/continuing education, other activities.

Risk management

Implementing programs designed to promote workplace health, safety, and security and to protect the organization from liability. In collaboration with key stakeholders/subject matter experts, responsibilities include, but are not limited to:

- Adhering to ethical principles and company policies regarding the safeguarding of restricted and/or confidential information obtained as part of HRET department activities.
- Implementing risk management initiatives; e.g., safety awareness/training, business continuity.
- Supporting Federal and state/provincial employment compliance; e.g., reporting, posting, training.

Special job demands

- Flexible work hours are required.

Note: Duties and responsibilities are not all inclusive and may change at any time, with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications, education and/or experience

The following qualifications represent the training, education, certifications, licensures, and/or work experience required to perform the essential duties and responsibilities successfully:

- Bachelor’s degree in human resources or a related field and five (5) years’ experience in coordinating diverse activities; or an equivalent combination of education and experience.
- Specialized training and/or demonstrated knowledge of relevant employment practices and law, adult learning/motivation theories, and full-cycle instructional systems design preferred.
- Demonstrated ability to successfully maintain the highest level of confidentiality, ethics, and professional standards required.
- Demonstrated skill in establishing/maintaining professional and collaborative relationships with diverse stakeholders in order to achieve established strategic goals and objectives required.
- Demonstrated leadership and communication skills required. Presentation experience preferred.
- Proficient in Microsoft Office. Functional mastery with CARF’s proprietary Account Information Management System (AIMS) preferred. HRIS and learning technology experience preferred.
- Must be authorized to work in the United States. Does not now or in the future require sponsorship for employment visa status, including but not limited to H-1B visa status.

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Competencies

The following competencies represent the knowledge, skills, and/or abilities required to perform the essential duties and responsibilities successfully:

Values-based competencies:

- **Respect** - Treats people with dignity and respect, values diversity, demonstrates cultural competence, promotes a harassment-free environment, keeps commitments, and inspires the trust of others.
- **Excellence** - Meets challenges with resourcefulness and generates suggestions for improving own work, as well as CARF products, services, and people.
- **Stewardship** - Follows policies and procedures, promotes safety and security awareness, works ethically and with integrity, upholds organizational values, maintains a positive and professional demeanor, and maintains and uses equipment and materials properly.
- **Partnership/teamwork** - Contributes to building a positive team spirit, puts success of team above own interests, exhibits objectivity and openness to others' views, gives and welcomes feedback, and supports everyone's efforts to succeed.
- **Excitement** - Supports bold thinking and develops innovative approaches and ideas.
- **Communication (open)** - Listens to others, acknowledges other points of view, effectively transfers information and expresses ideas in individual or group situations, and maintains confidentiality.
- **Technology** - Champions technology to support unique business solutions.

Core competencies:

- **Communication (oral)** - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings, and demonstrates group presentation skills as appropriate.
- **Communication (written)** - Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs, presents numerical data effectively, and reads and interprets written information.
- **Continuous learning** - Continuously strives to build own knowledge, skills, and abilities; actively identifies new areas for learning; regularly creates and takes advantage of learning opportunities; and applies newly acquired knowledge, skills, and abilities.
- **Customer service** - Manages difficult or emotional customer situations, responds promptly to requests for service and assistance, solicits customer feedback to improve service, and meets commitments.
- **Dependability** - Works independently within general guidelines, accepts responsibility for own actions, keeps commitments; meets productivity standards, completes work in a timely manner, and manages attendance to meet work requirements by adhering to company attendance policy and arriving to meetings and appointments on time.
- **Job knowledge** - Understands job duties and responsibilities; possesses necessary job skills and knowledge, understands and uses technology appropriately, understands and promotes department mission and values, and keeps current with new developments in profession and field.
- **Leadership** - Displays passion and optimism, inspires respect and trust, influences actions and opinions of others as appropriate, mobilizes others to fulfill the vision as appropriate, and provides vision and inspiration to peers and/or subordinates.
- **Planning/organizing** - Prioritizes and plans work activities; uses time efficiently, sets short-and long-term goals and objectives, aligns objectives and actions with organizational goals, and develops realistic action and contingency plans.

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- **Problem solving** - Anticipates, identifies, and resolves problems in a timely manner; gathers and analyzes information skillfully; works to overcome obstacles; develops alternative solutions; works well in group problem-solving situations; and uses reason even when dealing with emotional topics.
- **Productivity** - Efficiently plans, sets priorities, and executes work; accurately scopes out work; creates efficient workflows, processes, and procedures; meets productivity standards; allocates resources properly; and takes on additional responsibilities, as needed.
- **Quality** - Demonstrates accuracy and thoroughness, monitors own work to ensure quality, and looks for ways to improve and promote quality standards.

Position-specific competencies:

- **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and deals with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information, collects and researches data, and uses intuition and experience to complement data.
- **Business acumen** - Understands business implications of decisions and aligns work with departmental and/or organizational goals.
- **Change management** - Develops workable implementation plans and communicates changes effectively.
- **Fiscal responsibility** - Works within approved budgets, contributes to budget development as appropriate, provides accurate estimates, monitors expenditures, and applies cost-saving techniques.
- **Initiative** - Seeks increased responsibilities, takes independent actions and calculated risks, effectively identifies new opportunities and challenges, and determines how to facilitate positive outcomes.
- **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, develops innovative approaches and ideas, and presents ideas and information in a manner that gets others' attention.
- **Interpersonal skills** - Focuses on solving conflict, not blaming others; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas; and tries new things.
- **Judgment** - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, and makes timely decisions.
- **Motivation** - Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles, measures self against standard of excellence, and takes calculated risks to accomplish goals.
- **Project management** - Develops project plans; coordinates projects, communicates changes and progress, completes projects on time and within budget constraints, and manages project team activities.
- **Research** - Identifies relevant sources of information, synthesizes data into meaningful terms, and presents interpretation of findings.
- **Strategic thinking** - Develops strategies to achieve organizational goals, understands organization's strengths and weaknesses, analyzes market and competition, identifies external threats and opportunities, and adapts strategy to changing conditions.
- **Training** - Aligns objectives with organizational goals, prepares for instructional delivery; and facilitates participant learning, evaluates training effectiveness.