

## POSITION DESCRIPTION

**Job Title:** Personnel Coordinator

**Department:** Admin

**Reports To:** Accounting & Personnel Manager

**FLSA Status:** Exempt, Full Time

**Travel:** Minimal

**Written By:** Emily Narancich

**Revision Date:** 6/17/2022

**Approved By:** Jenny Daniels

**Approved Date:** 6/27/2022

**Schedule:** 9am to 6pm M-F, nights and weekends as needed for employee engagement

**Summary:** The Personnel Coordinator will be responsible for day-to-day support of personnel, both full time Rishi and staffing agency associates. The Personnel Coordinator will be responsible for the maintenance of the Operations roster, including monitoring and assisting to fill open roles. The Coordinator will facilitate the interviewing & onboarding of operations floor candidates and new hires. This position will serve as liaison between staff on the operations floor and the Accounting & Personnel Manager for all personnel administration. This position will also assist the Accounting & Personnel Manager with implementation of personnel programs for the rest of the company as needed.

### **Essential Duties and Responsibilities**

The essential duties and responsibilities include the following. Other duties may be assigned.

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- Daily (twice) walkthroughs of the operations floor to touch base with employees and associate staff
  - Additionally, one weekend and one night shift walk through per month, as Rishi Tea operations run on a 24/7 schedule
- Manage the Operations roster (Production, Fulfillment & Warehouse), including actively working to fill any open positions
- Support staffing agencies with recruitment efforts and onboarding new associates
  - Conduct facility tours
  - Facilitate interviews when needed, typically for skilled positions
  - Coordinate Food Safety Training
  - Manage locker list
  - Distribute key fobs
- Propose associate staff to be hired by Rishi Tea as they become eligible
  - 30/60/90-day performance check ins
  - Meet weekly with operations managers to assess fit for the role long term

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- Review staffing agency invoices for accuracy on a weekly basis, secondary review to be performed by Accounting & Personnel Manager or CFO
- Monitor and report on overtime status, specifically looking for variations from approved OT
- Monitor attendance points for both Rishi employees and staffing agency associates; make the Accounting & Personnel Manager aware of anyone approaching a disciplinary action in accordance with the Policy
- Participate in personnel conversations requiring a translator while maintaining the highest level of confidentiality
- Assist with Rishi Tea employee event coordination
- Propose, and execute as directed, ideas for employee engagement
- Backup payroll processing

**Goals of Position:**

- Maintain operations staff levels to cover at least 90% of open positions with financial responsibility in mind
- Track and maintain turnover of less than 25% company-wide
- Ensure uniform onboarding experiences, as it pertains to each role
- Work closely with supervisors to keep a strong pulse on employee performance and make suggestions regarding continued employment as needed
- Provide suggestions of improvements to management based on feedback from operations teammates

**Supervisory Responsibilities:** None**Sphere of Interaction:**

- Daily interaction with the Accounting & Personnel Manager
- Daily interaction with Operations Supervisors
- Rishi and staffing agency floor associates
- Coordination with staffing agency recruiters for open positions
- Other members of Rishi Tea as it pertains to employee engagement

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Education and/or Experience**

Required:

- Bachelor's degree and/or sufficient related work experience
- Bilingual – English & Spanish

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- Basic knowledge of business principles and processes
- Basic understanding of Personnel documents, procedures, confidentiality
- Ability to work independently and as part of a team
- Self-motivated and proactive
- Able to stay neutral, hear the facts without opinion
- Filing & document management with respect to personnel files & documentation
- Process improvement and documentation
- Attention to detail
- Time-management, prioritization and organizational skills
- Observant, analytical, inquisitive and attentive

### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Analytical** - Synthesizes complex or diverse information; Able to parse large amounts of data and distinguish the pieces with a large impact; Uses intuition and experience to complement data; Designs work flows and procedures; Employs logic when solving problems.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

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- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** – Writes concisely and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**Language Skills**

Ability to read and interpret document. Ability to effectively communicate details, concepts, analysis results, and substantiation via verbal or written mediums. Ability to speak effectively and present information before groups of customers or employees of the organization.

**Mathematical Skills**

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and apply concepts to practical situations. Ability to read and interpret figures, graphs and plots. Ability to manage, organize, analyze and decipher large amounts of data.

**Reasoning Ability**

Ability to apply common sense understanding to carry out written or oral instructions. Ability to deal with problems involving concrete variables in standardized situations. Ability to solve problems via a logical, analytic approach.

**Computer Skills**

To perform this job successfully, an individual should have intermediate PC skills and proficiency with CRM tools, internet software, LinkedIn and Microsoft Office applications including Outlook, Word and Excel. Must have the ability to operate general office equipment including copier and fax machine.

**Other Skills and Abilities**

Ability to multi-task. Ability to work in a fast-paced environment. Strong time management and organizational skills. Ability to work under dynamic schedule constraints and consistently meet deliverable timelines.

**Physical Demands**

While performing the duties of this Job, the employee is regularly required to sit in front of a computer for prolonged periods, the employee is frequently required to sit and talk or

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hear, use hands to finger, grasp, handle, feel or operate objects, tools or controls. Hand-eye coordination necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate. Employee will also be exposed to receiving areas, warehouses and store conditions. Personal Protective Equipment may be required when working in designated areas. The noise level in the work environment is moderate.

**I acknowledge that I have read and understand the above job description in its entirety and am capable of executing the Essential Duties and Responsibilities.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_ : \_\_\_\_\_