



**Worcester Housing Authority
630 Plantation Street
Worcester, MA 01605**

**POSITION TITLE: Human Resources Assistant/Receptionist
DEPARTMENT: Human Resources
STATUS: Non-Exempt**

POSITION SUMMARY:

Provides clerical and administrative support to the Human Resources department.

The Worcester Housing Authority is excited to add a Human Resources Assistant/Receptionist to our growing HR department! This new team member will play an integral, supporting role by helping drive the successful completion of HR-related tasks big and small.

If you are interested in joining a fast-paced nonprofit organization and launching your HR career, this position is for you. As a HR Assistant, you will gain valuable experience touching all facets of HR working independently and as a valued team member.

This position is a full-time, benefits-eligible, in-office role Monday-Friday, 37.5 hours/week.

ESSENTIAL FUNCTIONS:

- 1. Type correspondence and prepare reports and other HR related documentation.**
- 2. Support the maintenance and upkeep of personnel files and records.**
- 3. Handle sensitive information that may be purposed for internal, external, public, or confidential measures.**
- 4. Support reconciliation of weekly payroll against daily attendance records.**
- 5. Reconcile accrual reports against individual employee records.**
- 6. Maintain employee records and processes employee requests.**
- 7. Handle the dissemination of job postings, receive and log job applications, and coordinate interview scheduling.**
- 8. Coordinate onboarding and orientation for new hires and transfers and process related documentation.**
- 9. Requisition department office supplies and forms to maintain adequate inventory.**
- 10. Obtain service for office equipment when needed.**
- 11. Deliver outstanding customer service to agency staff, visitors, and callers, ensuring a positive and professional experience to all.**
- 12. Maintain confidentiality and integrity in line with the WHA's mission and core values.**
- 13. Assist with departmental special projects and tasks, as assigned.**

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as needed.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

1. A completed 4-year bachelor's degree in HR, Business Management, or Psychology is preferred; a 2-year associate's degree plus relevant internship or office work experience will be considered.
2. Some HR experience is strongly preferred, but not required.
3. Must be coachable, inquisitive, adaptable, driven, and eager to learn.
4. Must have strong computer skills, familiarity with Microsoft Office, and demonstrate proficiency with telephone and email etiquette.
5. Able to maintain confidential information and provide for the security of sensitive documentation.
6. Should have strong customer service and interpersonal skills, the ability to communicate effectively both verbally and in writing, and feel comfortable working in a busy office environment.
7. Ability to speak Spanish is preferred, but not required.
8. Ability to work well independently and to self-prioritize work based around deadlines.
9. Must be reliable and available for work during normal office hours, 8AM-4:30pm Monday-Friday.