



Commercial & Residential Services Since 1954

License #PC659007, MB673406, EA659286

JOB DESCRIPTION

HR/Training Coordinator

JOB PURPOSE

The HR/Training Coordinator is responsible for all human resources duties, and training for all employees within the company.

JOB SCOPE

The HR/Training Coordinator reports to the Office Manager but is solely responsible for human resources and training.

RESPONSIBILITIES

1. Human Resources

Main Activities

- Recruitment
- Reviewing, screening, and maintaining applications and resumes.
- Conducting background screenings for all prospective employees.
- Conducting full onboarding process for all new employees, including paperwork, orientation presentations, training and educating them in all policies and procedures.
- Act as point of contact and provide timely assistance to employee inquiries and concerns, providing information and support as needed.
- Assist in resolving employee relations issues and maintaining a positive work environment. Conducting investigations where necessary.
- Maintaining employee personnel files to ensure legal compliance.
- Coordinating employee benefit eligibility, enrollments, terminations, and payments.
- Responsible for researching, administering, and managing all employee benefits programs, including but not limited to health insurance, retirement plans, and other related offerings, ensuring compliance with regulations and alignment with organizational goals.
- Providing written and verbal employment verifications.
- Prepare and update HR related documentation, such as job descriptions, training manuals, employee handbook and all policies and procedures.

- Provide Marketing with full details for recruitment and hiring.
- Provide research for policies, training, strategic planning, and other human resource issues.
- Maintain and schedule employee performance reviews.
- Maintain, renew, and update business licensing.
- Assist with personal licenses, including tracking hours needed.
- Write, and maintain technicians on call schedule.
- Coordinate employee cell phones for personnel policy.
- Attending yearly Human Resource conferences to stay up to date on the latest laws and regulations to ensure organizations compliance.
- Assist in the development and implementation of new HR policies and procedures.
- Assisting with additional projects, as assigned.
- Coordinating and sending gifts for employee special occasions.
- Assist with payroll if needed.
- Other duties as assigned.

2. Training

Main Activities

- Coordinate monthly safety meetings with each department manager to educate on safety as well as policies and procedures of the company.
- Collaborate with department heads to identify training needs and gaps within the organization.
- Conduct assessments to determine the skills and knowledge required for employees to perform effectively in their roles.
- Design, develop and implement training programs to address identified needs.
- Responsible for learning and staying up to date on our Rheem online training program, with the understanding that training requirements may evolve as equipment changes or if equipment line changes in the future.
- Create instructional materials, including manuals and presentations.
- Coordinate and perform training sessions, workshops, and seminars for employees.
- Utilize various training methods, including in person sessions, e-learning and on the job training.
- Plan and schedule training sessions, ensuring availability of resources, facilities, and necessary equipment.
- Communicate training schedules to participants and management.
- Evaluate the effectiveness of training programs through assessments, surveys, and feedback.
- Analyze training outcomes and make recommendations for improvements.
- Maintain accurate and up-to-date training records for all employees.
- Track and report on training metrics, including attendance, completion rates and performance improvements.
- Ensure the training programs align with regulatory requirements and industry standards.
- Stay informed about changes in laws and regulations affecting training and development.
- Other duties as assigned.

COMPENSATION PACKAGE

Salary	
Status	Full Time from Winnebago location
Employee health insurance	75% of employee plan
Simple IRA	Match up to 3% of Salary
Vehicle access	Yes, if needed for business purposes
Schedule	Full time M-F 7-4:00pm – hours may vary
Tablet/Laptop	Yes