



HUMAN RESOURCES ASSISTANT, TEMPORARY JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff work as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Human Resources Assistant (HRA) provides administrative and operational support to the Human Resources department in a fast-paced healthcare environment. This role supports key HR functions including recruitment, onboarding, payroll and timekeeping, benefits administration, compliance, and employee records management. The HRA plays a critical role in ensuring accurate HR processes, maintaining regulatory compliance, and supporting a positive employee experience across the organization.

Classification: Temporary, Full-Time or Part-Time, non-exempt

Duration: Approximately 3 months, with the possibility of extension based on organizational needs

Location: Administrative Offices – Onsite

Reports to: HR Director

Hours: Monday- Friday; 8:00AM-5:00PM; Flexible

Compensation: \$24.16 - \$26.75 plus \$0.50 bilingual differential for Spanish speakers

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- **Recruitment & Onboarding**
 - Coordinate interview scheduling and candidate communications
 - Track applicants and maintain recruitment records
 - Assist with reference and background check coordination
 - Distribute and track completion of pre-employment documents, including health records.
 - Support prepare onboarding materials and support new hire onboarding processes
 - Ensure completion of onboarding requirements (I-9, licensure, required documentation)
- **Payroll & HRIS Administration**



- Support bi-weekly payroll processing and audit timecards for accuracy
- Assist employees with timekeeping system (ADP) inquiries
- Monitor and flag timekeeping issues, including missed punches and meal/rest break compliance
- Maintain accurate employee data within HR systems
- **HR Ticketing System Management**
 - Monitor and triage incoming tickets to ensure timely response and resolution
 - Respond directly to routine inquiries and requests, providing accurate and customer-focused support
 - Escalate or assign tickets to appropriate HR team members when specialized support or follow-up is needed
 - Track ticket status and follow through to ensure timely closure and resolution
- **Compliance & File Management**
 - Compile and maintain accurate and up-to-date personnel files (electronic and physical)
 - Assign and ensure completion and tracking of required compliance trainings
 - Support internal and external HR audits by preparing documentation
 - Assist with policy acknowledgments and compliance tracking
- **Credentialing & Privileging Support**
 - Track credentialing and privileging documentation for clinical staff
 - Monitor expiration dates for licenses, certifications, and required credentials
- **Workers' Compensation & Leave Support**
 - Assist with workers' compensation claims and documentation
 - Support return-to-work coordination and tracking
 - Assist with leave administration tracking (e.g., FMLA, CFRA, PFL)
- **Employee Experience & Engagement**
 - Support employee engagement initiatives, events, and recognition programs
 - Assist with surveys and feedback collection efforts
 - Contribute to a positive and inclusive workplace culture
- **Administrative & Operational Support**
 - Process employment verifications
 - Maintain HR reports and tracking logs (e.g., training, licensure, compliance)
 - Reconcile HR department expenses (credit cards, invoices)
 - Support special projects and other duties as assigned

GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions.
Ability to produce results

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness and dependability to



produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns and responds to instructions for new situations, procedures or methods.

JUDGEMENT AND COMMON SENSE - Decisions/actions are sound, including safety awareness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE AND PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

QUALIFICATIONS:

- Minimum of 1 year of administrative or Human Resources experience
- Experience in healthcare or a nonprofit setting preferred; FQHC experience strongly preferred
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and ability to learn new systems
- Experience with HRIS/payroll systems (e.g., ADP) preferred
- Strong organizational and time management skills
- Ability to maintain confidentiality and handle sensitive information
- Associate's or Bachelor's degree in Human Resources or related field preferred

WORK CONDITIONS

Working conditions are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

ASSIGNMENT AND BENEFITS

This is a temporary, non-exempt, hourly position with an assignment projection of 3 months, with the possibility of extension. Temporary positions are not benefits-eligible however, the employee is entitled to 24 hours of Paid Sick Leave and automatic 2% enrollment in the employer sponsored 401K Plan and a 2% retirement match.

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).