

POSITION PROFILE	
POSITION: Human Resources Intern	DEPARTMENT: Executive
CUSTOMARY WORK HOURS: 8:00 a.m. to 4:30 p.m.	
CUSTOMARY WORK DAYS: Monday - Friday	
SALARY GRADE: Non Paid/Staff Support Schedule IV	STATUS: Non-Exempt
REPORTS TO: Human Resources/Safety Manager	

POSITION SUMMARY

The Human Resources Intern is accountable for assisting the HR Manager in all facets of Ponderosa and Table Top employee relations, including but not limited to, labor law compliance, employee development, recruitment, retention, and compensation and benefits administration. Accountabilities also encompass the administration, retention, implementation and maintenance of all aspects of the Company's written Injury and Illness Prevention Safety Program. Partners with Company management to develop, execute and support the human resource programs, policies, and processes promoting positive alignment with the Company's Mission and Core Values. Access and exposure to highly sensitive documents, materials and conversations require strict confidentiality on part of the Human Resources Intern.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Researches, develops, administers, and monitors:
 - personnel data;
 - compensation and benefits;
 - performance documentation and processes;
 - recruiting;
 - new employee orientation for Ponderosa;
 - terminations;
 - group health program(s) including life, 125 Plan, ADD and disability insurance;
 - provides general information on Ponderosa and Table Top 401(k) plans;
 - employee grievances;
 - labor issues;
 - regulatory issues relating to personnel and safety
 - training as required by local, state or federal mandates; or requested by management to maintain Ponderosa and Table Top's commitment to our employee's health and safety;
- Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing duties of the position. This includes monitoring managerial staff in their development of proper attitudes towards safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including affirmative support for the development and operation of the Safety Program
- Proactive involvement in promoting Ponderosa's Mission Statement and Core Values

PERIODIC

- Submit required local, state and federal reports, permits or data requests as applicable;
- Prepares applicable documentation and tracks all leave requests
- Investigates all injury/illness claims and ensures all applicable Workers' Compensation claim forms are provided to the employee and filed with the applicable agencies;

- Enrolls new employees into the Pull Notice Program;
- Reviews all MRVs received from DMV. Take applicable action
- Removes terminated employees from Pull Notice Program;
- Schedules applicable appointments and follow-ups with our workers' compensation medical provider;
- Prepares and tracks all unemployment, disability, and garnishment claims. Ensures response time is within the guidelines of the applicable agency;
- Provides employment verification to 3rd party inquires (ensures employee has provided written authorization for information to be released)
- Acts as intermediary for office inspections by our insurance carriers and government agencies;
- Research into competitive insurance carriers for GHP, Workers' Comp, Property, Casualty, Auto, etc.
- Prepares annual BIT and Motor Carrier permit requests for Ponderosa;
- Prepares and distributes GHP/Flex Plan information during open enrollment for Ponderosa and Table Top. Ensures all employees complete enrollment and all required documentation is provided to TPA;
- Prepares annual NTCA Compensation Data Form for Table Top's Savings Program;
- Prepares annual W2-Plus discrimination testing for Table Top;
- Prepares NTCA's annual benefits and compensation survey;
- Prepares EDD, EEOC, and other agency labor inquires and surveys;
- Participants on CalCom's Human Resource/Safety Committee:
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

KEY PERFORMANCE FACTORS

LEADERSHIP

- Expresses positive expectations of others
- Keeps employees informed (e.g., gives relevant information; keeps those affected by a decision informed)
- Encourages group participation
- Promotes the effectiveness of the group through team assignments, cross training, etc.
- Solicits and values input from employees
- Makes sure the practical needs of the group are met (e.g., resources, staffing, information)
- Surfaces conflict or takes action to address problems within the department
- Resolves employee issues in a calm, fair manner

DEVELOPING OTHERS

- Asks questions to develop the ability of others to think through problems
- Gives constructive feedback (e.g., explains what was done well, how to improve on tasks that were not)
- Accepts and supports others' views, recommendations or actions
- Gives others latitude to do a task in their own way, provides opportunity to make and learn from mistakes
- Clearly defines parameters, but keeps direction flexible
- Arranges appropriate assignments to foster employees continual learning and growth (e.g., adds new responsibilities, delegates specific projects, assignments, or tasks to recognize/reward for development)

DISCIPLINED ACTION

- Asks questions to develop the ability of others to think through problems
- Takes action quickly to address present opportunities or problems
- Analyzes causes and determines the reasons for shortfalls or problems
- Develops action items to address problems
- Based on available facts and relevant information, acts quickly and decisively in a crisis situation (where the norm is to wait, "study," or hope that problem will resolve itself)
- Thinks in "big picture" terms, taking action to minimize potential problems or risks, or capitalize on opportunities

FOCUSING PERFORMANCE

- Monitors and tracks departmental progress against departmental goals
- Involves employees in setting departmental and individual goals

- Clearly communicates performance expectations to employees
- Measures employee performance against clearly established standards and goals
- Makes sure group efforts remain on-track and are not diverted by competing priorities or interests
- Takes specific steps to resolve performance problems directly and constructively
- Provides direct feedback on performance to each employee
- Makes specific changes to work processes or applies “best practices” to improve individual or departmental performance

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, tries to fit in). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Makes choices and sets priorities to meet Company’s needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company’s mission

DEPARTMENTAL MANAGEMENT

- Develops and manages strategic and tactical plans and departmental goals
- Manages multiple tasks simultaneously by prioritizing activities, managing time efficiently, and delegating effectively
- Quickly responds to organizational or departmental needs
- Oversees resource use by planning and controlling budgets and matching existing needs (e.g., production, customer service) with resource requirements
- Monitors and ensures progress toward objectives without spending too much time on detail
- Adapts own approach as the requirements of a situation change (this includes accepting changes in one’s own organization or job requirements as needed)
- Manages human resources by setting appropriate staffing levels making good people/job matches, and monitoring work output. Makes staffing changes as needed to ensure departmental success

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time
- Must have ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position
- Must have the ability to walk and negotiate rough terrain while carrying necessary job related
- Must have the ability to drive in all types of terrain and in all types of weather, including rain and snow
- Must have the ability to install and remove tire chains from vehicles
- Must be able to lift 50lb. maximum with frequent lifting and/or carrying objects weighting up to 25lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- BA/BS attained or in progress, emphasis in Human Resources or related field;
- 2+ years in human resources management coursework

TECHNICAL REQUIREMENTS

- Computer literate. Proficient with Microsoft Word, Excel and Access
- Generalist experience in employee relations, recruitment, retention, legal compliance, training, and employment development

- Practical and conceptual knowledge of California and Federal labor law
- Practical knowledge of Wage Order 4
- Practical knowledge of IIPP (SB 198)
- Knowledge and understanding of CCR for General Safety Orders, Construction Safety Orders, Telecommunications Safety Orders and Electrical Safety Orders
- Possesses and maintains a valid and unrestricted class “C” driver’s license, with driving records that provides insurability under the Company’s vehicle insurance carrier and within the guidelines of the Company

WORK EXPERIENCE

- 2+ years in human resources, customer service, or related field
- Telephony environment desirable

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

NETWORK OPERATIONS

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

WAREHOUSE

Exposure ranges from general office type conditions to extreme heat, cold, and or humidity. There is exposure to low to moderate noise levels generated by machinery, equipment and vehicles. There is exposure to mechanical hazards and hazardous materials. All hazardous materials are properly labeled and stored. Proper safeguards are in place for use of all machinery, equipment and vehicles

OUTDOOR CONDITIONS

Exposure ranges from mild to extreme weather conditions, including heat, cold, humidity, rain and snow. At times, personal protective equipment and clothing are the only protection provided against the elements. There is also unavoidable exposure to plant and animal life that inhabit the area. Environments may also include crawl spaces and attics. These conditions range from wet, damp and cold to hot, humid and dusty

CONFINED SPACE ENTRY

Entry into confined spaces is restricted to those individuals who have received proper training in working in such an environment. Conditions can range from wet, damp and cold, to hot and humid

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APPROVALS	
GENERAL MANAGER:	DATE: