



TITLE: Human Resources Specialist
DEPARTMENT: Human Resources
JOB LOCATION: Hudson, NH
REPORTS TO: Human Resources Manager

POSITION OVERVIEW:

The Human Resources Specialist is responsible for supporting key Human Resources processes and initiatives, including recruitment, benefit program administration, record and database management, and special projects. This is a fast-paced and challenging role, which will offer senior-level management exposure across a wide array of functions. This role requires a positive, poised, and proactive approach in addition to exceptional customer service skills.

5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- Hiring process is successfully executed for every job opening
- Benefit programs are promoted and maintained
- Employee phone calls and emails are responded to within 24 hours
- Employee records and databases are accurate and proactively managed
- Special projects are delivered on time and according to scope

KEY RESPONSIBILITIES:

Recruitment

- Work with HR Manager to support recruitment plans that meet the growing needs of the company in a highly competitive and niche job market
- Oversee all elements of the hiring process, including job post coordination, resume review, interview scheduling, reference checks, and offer letter generation
- Complete new hire drug screens and criminal background check investigations
- Organize, schedule, and conduct new hire orientation to build a strong foundation for new employees
- Maintain tracking of Employee Referral Program
- Research and recommend ideas to build candidate pipelines and diversify hiring strategies

Benefit Program Administration

- Work with employees, benefits broker, and insurance carriers to answer questions and resolve issues

- Assist in processing new hires, life events, and open enrollment elections in payroll, insurance carrier, and wellness vendor application systems
- Review and approve monthly benefit invoices and forward to Accounting for processing
- Assist HR Manager with annual open enrollment process, including system testing and employee communications
- Manage employee claims arising from disability and workers' compensation programs
- Oversee Family Medical Leave Act (FMLA) paperwork and tracking
- Manage wellness initiatives that drive employee participation and align with company strategy

Daily HR Support & Leadership

- Respond to employee questions and resolve issues in a timely and professional manner
- Ensure all employee records and HR databases are maintained and updated with new hire information or changes in employment status
- Provide semi-monthly payroll support
- Process I-9 verifications and review documentation to ensure work authorization compliance
- Respond to verification of employment requests and unemployment claims
- Assist with department and company-wide training initiatives
- Participate in employee recognition initiatives, including Wall of Fame stories, service awards, and other programs
- Coordinate exit process for departing employees
- Assist with planning and organizing company events, including truck build celebrations, holiday events, and annual flu shot clinics
- Assist in the development of policies and procedures
- Participate in special projects as requested

JOB REQUIREMENTS:

- Excellent attention to detail while multitasking
- Ability to handle sensitive situations and maintain a high degree of confidentiality
- Work with integrity always
- Proven ability to build and develop relationships
- Strong process orientation; must love checklists
- Outstanding verbal and written communication skills
- Ability to execute daily tasks with minimal supervision

MINIMUM QUALIFICATIONS:

- Bachelor's degree, preferably in Human Resources or a related field
- Minimum of 2 years' proven experience in a similar role
- This position requires a demonstrated passion for people and providing a superior level of internal customer service
- Prior recruitment experience preferred
- Candidates must have advanced skills in Word, PowerPoint, and Excel
- COVID-19 vaccination unless reasonable accommodation is approved

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