

Job Description

Interim Executive Administrative Assistant

The Bureau of TennCare is seeking an interim Executive Administrative Assistant 2 in the Eligibility Operations Group within the Division of Member Services. This position has the working title of Human Resources (HR) Liaison and works under the direction of the TennCare Deputy Director of Member Services and serves as the business area's liaison to a centralized human resources group within Health Care Finance and Administration (HCFA). Further, the position directs operational day-to-day activities to ensure that all HR strategies, services, programs, and initiatives are implemented and communicated throughout the business area in an efficient, accurate, and timely manner. The incumbent must evaluate business operations from an HR perspective and initiate projects related to compliance with HR rules and requirements, employee engagement and satisfaction, perpetuation of a positive working culture, change management and other such facets of the operation that are related to human resources management. The HR Liaison provides input into broad operational decision-making as a member of the Eligibility Organization's leadership team. In conjunction with the centralized human resources group, provides operational advice and consultation to leadership staff and employees on a comprehensive range of human resources issues. This position is an interim position. If hired as an HR Liaison, the interim appointment period will not exceed one (1) year. The division employs HR Liaisons that are not interim status. As these positions become available an individual hired in the interim status that is in good standing can compete for a position that has no set employment duration.

Duties and Responsibilities include but are not limited to:

- In collaboration with designated HR personnel, coordinates, communicates, and implements HR services, to include day-to-day needs in the areas of employment, time management, communications, training, employee engagement, benefits information, policies and procedures, performance management, compensation
- Ensures business area's compliance with Federal and State labor laws/regulations and state/HCFA policies, guidelines, processes, and protocols
- Facilitates the implementation and communication of HCFA and TennCare HR goals, objectives, policies, and processes, in accordance with the overall mission, goals, and operational requirements of the organization
- Provides consultation and professional support to leadership staff in the execution of internal plans and activities such as strategic personnel planning, process consultation, management skills coaching
- Oversees recruitment and employment processes for the component, and in collaboration with the leadership team, plans staffing of Preferred Service (formerly "Civil Services") and Executive Service positions. Using established procedures manages all aspects of the interview and selection process to include job postings, referrals to hiring managers, review of resumes and applications, scheduling of interviews, use of consistent interview questions, interviewer training, communications with hiring managers and applicants, participation in interviewing, background checks, collection of paperwork and documents required, submission of paperwork and hire requests into state's recruitment tracking system
- Researches and analyzes recruitment and retention issues as appropriate and develops reports and strategic recommendations to the leadership teams

- Expedites communication of misconduct, policy infractions, performance management, grievances, and related matters and documentation to appropriate leadership staff and Deputy Director
- Analyzes internal processes for improvements in human resources for the component and develops, communicates, and implements any changes as appropriate
- Provides training to staff in the use and navigation of the Edison Time and Labor module. Provides in-depth training to new supervisors in time management responsibilities and deadline requirements
- Creates and maintains tracking tools used in the tracking of information required to maintain staffing levels, track employee's supervisors, track changes in supervisors or office locations, to assist with security accesses, and to support Member Services ability to provide associated information to HCFA's Human Resources group
- In collaboration with HCFA's Human Resources group, communicates urgent timekeeping requests to employees and/or their supervisors
- Manages and coordinates the work of technical and/or administrative support staff as appropriate
- Performs miscellaneous job-related duties as assigned

Required Competencies, Knowledge, Skills, and Abilities:

- Experience in state Human Resources processes desirable
- Graduation from an accredited college or university with a bachelor's degree or a combination of HR experience and education, or H.R. certification with at least three years of HR experience, or five years of increasingly responsible human resources experience
- Strong interpersonal and communication skills and the ability to work effectively others
- Ability to develop, plan, and implement short- and long-range goals
- Ability to provide training to staff
- Ability to make decisions and judgements on sensitive, confidential issues
- Ability to adapt to changing priorities and deadlines
- Ability to foster and maintain cohesive working relationships
- Ability to interpret and execute policy
- Ability to be flexible and accountable
- Demonstrated high level of ethics and strong values
- Strong organizational skills necessary, including the ability to plan, prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Proficient in the use of Excel, Word, Outlook, PowerPoint, professional e-mail communications, Access desired but not required
- Ability to quickly understand functions and use of proprietary human resource management systems (e.g. Edison)
- Excellent writing and communication skills required
- Proficient in the use of copier, FAX, scanner
- Principles and Procedures of Human Resources
- Commitment to provide excellent customer service
- Active listening and learning
- Problem solving
- Coordination of administrative activities
- Critical thinking
- Ability to exercise sound judgment

Please submit resumes to memberservices.jobs@tn.gov