



Job Title: Onboarding Specialist
Department: Human Resources
Reports to: Human Resources Director
FLSA Status: Non-Exempt
Salary Grade: \$24.29 - \$34.01
Location: Coos Bay

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen, Criminal, and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Human Resources Director, the Onboarding Specialist helps new employees during their first exposure working for the tribe and creates a positive experience. They design and implement onboarding processes that include administrative coordination, interpersonal communication, and process optimization. Their goal is to help new hires feel like they belong, become productive members of the organization, and boost retention and satisfaction. They focus on building a robust and welcoming working environment, promoting the tribe's culture, vision and values, and supporting new hires throughout their initial phase of employment. The Onboarding Specialist will collaborate with various departments to ensure new employees are equipped with the necessary tools and knowledge to succeed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop and conduct a comprehensive and engaging multiple day onboarding program for the Tribal Government and the Health and Wellness divisions of the Coquille Indian Tribe.
2. Engage with new staff in a positive and welcoming manner with program material that reflects the values of who we want to be as an employer.
3. Provide new staff with a comprehensive understanding of policies, procedures, and benefits.
4. Present a high-level overview of CIT and KWC department structure and major projects and initiatives.
5. Present new hires with a foundational understanding about who Coquille Indian Tribe is and how each one of our jobs helps build a nation.
6. Have a comprehensive understanding of the tribe's vision and values with the ability to effectively communicate that to new hires.
7. Coordinate and manage the onboarding process from offer acceptance to the end of the probationary period.
8. For new employees outside of Coos Bay or North Bend, coordinate with the appropriate HR staff in that area to handoff sections of onboarding and help create a positive experience for new hires.
9. Prepare and distribute onboarding materials, welcome packets, and necessary documentation.
10. Ensure all pre-employment requirements (background checks, paperwork, provider credentialing, etc.) are completed in a timely manner.
11. Facilitate introductions and interactions between new hires and their teams.
12. Arrange mentorship or buddy programs to support new employees.
13. Schedule and coordinate initial training sessions and resources.
14. Collect and analyze feedback from new hires and other stakeholders to improve the onboarding process.
15. Stay up-to-date with industry best practices and incorporate them into the onboarding program.
16. Develop and update onboarding materials and resources as needed.

17. Work with providers immediately following an accepted job offer to ensure that the documentation that is necessary for credentialing is received, processed and presented to the Health and Wellness Executive Board prior to the employee start date.
18. Chair of the KWC Credentialing Committee; reviews professional backgrounds and educational training of direct care clinical professionals who bill for patient services. Manages all primary source documents used to recommend an appointment.
19. Participate in the CIT and KWC safety committee.
20. Primary contact for providers seeking assistance with HRSA loan repayment and HRSA employment verification.
21. Track professional credentials and certifications that need renewal for the entire organization. Remind staff of the need to recertify when appropriate.
22. Manage badges and permissions for employee badge system. Coordinate with other CIT locations to ensure badges are printed and delivered appropriately.
23. Assist in employee engagement efforts.
24. Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 25 pounds. Requires occasional standing, walking, stooping, kneeling, crouching or crawling. Work is generally performed in an office setting. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required.

The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to manage multiple deadlines and track time-sensitive tasks.
4. Ability to contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
5. Demonstrated ability to meet strict deadlines and be results driven; making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
6. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
7. Be computer literate. Exhibit a level of computer literacy sufficient to use HR Information Systems and general office software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
8. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.

QUALIFICATIONS

1. High School Diploma or equivalent required. Bachelor's degree in Human Resource management preferred.
2. Five years of Human Resource experience working closely in onboarding and program development required. A combination of formal education, certification, training and work-related experience will be considered.
3. Health care or related Tribal industry experience highly preferred.
4. Proven experience in a position requiring a high level of confidentiality, personal integrity and respect for individual privacy.
5. Experience using Paycom is preferred.
6. Demonstrated knowledge of the history of Tribes in Oregon and the culture and heritage of the Coquille Indian Tribe strongly preferred.
7. Current and valid Oregon driver's license in good standing with no insurability issues as determined by the Tribe's insurance carrier is required.