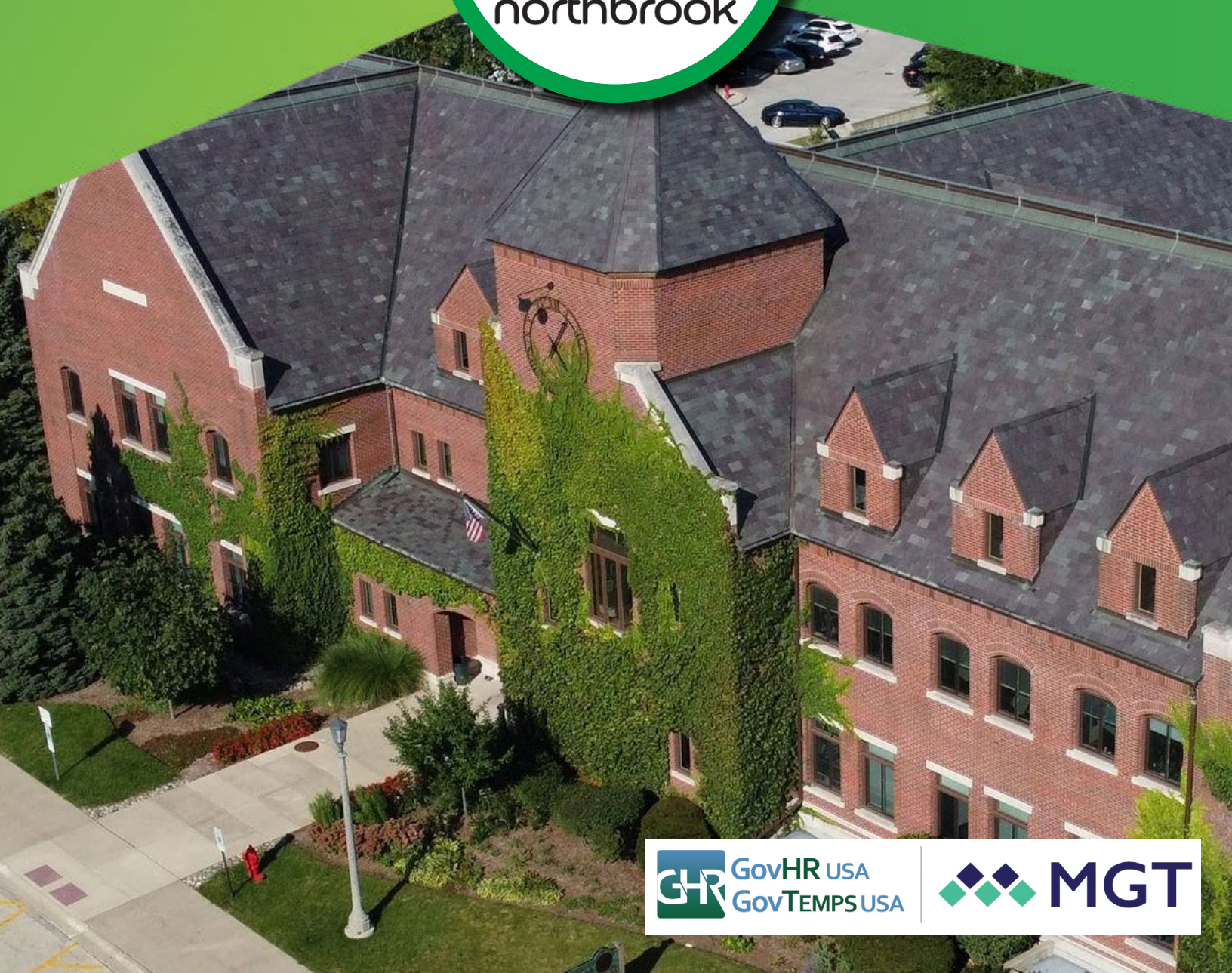


EMPLOYEE SUPPORT COORDINATOR

NORTHBROOK, ILLINOIS





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THE POSITION IN BRIEF

Northbrook is seeking an Employee Support Coordinator who will play a vital role in supporting the human resources division by assisting with various administrative tasks, employee relations, recruitment, onboarding, and other HR functions. Individuals are encouraged to apply who have a desire to work as part of a human resources team where innovation, communication, and a drive for offering superior services to employees and retirees is principal. This newly created position will be one of three professionals directly supporting human resources services for 275+ employees spanning over seven different departments. This position will have the opportunity to support the whole person wellbeing of employees from onboarding to employee engagement/relations, benefits and leave, training and advancing a supportive work culture which focuses on the employee's emotional wellbeing, physical wellbeing, life-work harmony, and financial wellbeing. The position reports to the Director of Human Resources.

THE VILLAGE

Northbrook, Illinois, with a resident population of 35,000 and a daytime population of more than 52,000, is a premier northern suburb of Chicago well known for professional, stable leadership and as an excellent community in which to live, work and play. (<https://www.northbrook.il.us/>). Northbrook's schools are among the best in the nation ([U.S. News Ranking](#)), its award winning parks and recreational facilities offer something for all ages and interests (<https://www.nbparks.org/> and its library is an important and valued community resource (<https://www.northbrook.info/>).

The Village offers a full array of municipal services and operates under a council-manager form of government. There is a long history of political stability and Northbrook prides itself on a progressive, professional staff. The Village Manager is responsible for the appointment and supervision of all department heads.

DEMOGRAPHICS/GENERAL INFORMATION

Population: **35,222**

Daytime Population: **60,000**

County: **Cook**; Township: **Northfield**

Size: **13** square miles

Median Household Income: **\$150,326**

Median Home Price: **\$621,600**

Median Age: **49.7**

Racial Make-up:

White **80%**

Asian **15%**

Hispanic **1.5%**

Black **1.2%**

THE HUMAN RESOURCES DIVISION AND THE MUNICIPAL ORGANIZATION

The Employee Support Coordinator will join a three person Human Resources division within the Village Manager's Office. The division is centered on coordinating the human resource services in the Village supporting the following Village departments: Village Manager's Office, Fire, Police, Public Works, Development & Planning Services, Information Technology and Finance. There are 275 full time employees, 8.5 permanent part-time positions and 8.75 seasonal part-time positions. The Director, Senior Human Resource Generalist and the Employee Support Coordinator will have the opportunity to improve systems and services supporting prospective employees, current employees and Village retirees. The Employee Support Coordinator will play an important part in delivering the human resources transactional needs including FMLA, benefit acquisition and tracking, on-boarding and will serve as the 'go-to' person for employee inquiries about benefits and programs. This individual will be required to work independently and with teams offering excellent customer service and possessing strong verbal and written communication skills. They will serve as staff liaison to Village commissions and committees as assigned by the Village Manager. Exceptional organizational and time management skills will be needed to manage multiple priorities and meet deadlines.

The Village has collective bargaining agreements with four labor units representing employees in Fire, Police and Public Works. A positive and productive working relationship with each labor unit is very important to the Village. Contracts can be found at <https://www.northbrook.il.us/849/Village-Finances>.





KEY EXPECTATIONS AND CHALLENGES FOR EMPLOYEE SUPPORT COORDINATOR

The Employee Support Coordinator will regularly engage with employees and serve as a resource to other departments and will support the Director of Human Resources and the Senior Human Resources Generalist in carrying out their responsibilities. Duties include but are not limited to the following:

- Models and promotes the core values of customer service, teamwork, integrity, respect and trust with the goal of providing excellent services and programs to meet the needs of the community and those within the Village organization.
- Supports the growth and development of Village employees and the advancement of a positive, productive, and supportive work culture which focuses on the employees emotional wellbeing, physical wellbeing, life-work harmony and financial wellbeing including developing programs and activities, and advocating for employees when appropriate and within the context of balancing the needs of the organization with the needs of an individual.
- Coordinates activities/programming in support of employees to meet each person where they are and support opportunities for growth, work/life harmony and a culture of gratitude, recognition, inclusion and belonging.
- Oversees employee on- and off- boarding process to ensure both accurate and efficient data related processes as well as offer a professional and positive employee experience. They will coordinate new hire onboarding activities, including preparing offer letters, conducting orientation sessions, and ensuring completion of required paperwork
- Supports the annual open enrollment for medical, dental, vision, life, flex spending and other employee and retiree benefits.
- Assist in recruitment and selection processes, including posting job openings, reviewing resumes, conducting initial screenings, and scheduling interviews.
- Coordinates the necessary program administration for employees and prior employees related to the Village's compliance with state and federal benefits including Family and Medical Leave Act (FMLA), Consolidated Omnibus Budget Reconciliation Act (COBRA), and unemployment insurance. Ensures maintenance of records for the same.
- Demonstrates excellent communication and interpersonal skills when engaging with employees and retirees regarding applicable Village benefits, maintains records of enrollment, answers questions and assists with problem resolution.
- Prepares communication materials as appropriate and directed to ensure Department Directors, employees and retirees as applicable are kept apprised of Human Resources information, including materials for the Village's website.
- Works with departments to identify non-technical training needs, maintain database of available training programs and maintain records of employee training participation.
- Oversees, conducts or selects trainers for certain village wide training as established by the Director of Human Resources.
- Provides general administrative support to the HR department, including scheduling meetings, preparing reports, and maintaining HR-related documents. They will demonstrate a willingness and ability to assist other employees in the HR Division and perform other duties as assigned.

THE IDEAL CANDIDATE

Candidate Must Haves

- Candidates are desired to have a Bachelor's degree in Human Resources, Organizational Management, or Leadership/Business or Public Administration or related degree program. Alternatively, a master's degree in a counseling related program from an accredited institution is desired; human resource certifications are a plus. Licensure as a Professional Counselor is desired.
- Candidates will have at least three years' experience in human resources. Municipal or public sector experience is a plus.
- Experience in the development and facilitation of wellness programming is preferred.
- IPMA, SHRM, SPHR or PHR credentials are highly valued and desirable.
- Proficient in MS Office Suite and HRIS software.
- High level of confidentiality and discretion in handling sensitive information.
- Exceptional organizational and time management abilities; be detail-oriented with strong analytical and problem-solving skills.
- Ability to work independently and collaboratively in a team environment.
- Strong commitment to providing excellent customer service.

COMPENSATION AND RESIDENCY

Starting salary range is \$70,000 to \$90,000 depending on qualifications and experience. The Village offers an excellent benefits package including membership in the Illinois Municipal Retirement Fund and optional deferred compensation plans. Residency in Northbrook is not required, however residency in the state of Illinois is required.

HOW TO APPLY

All applicants shall submit resume, cover letter, and contact information for five professional references electronically no later than May 20, 2024 to GovHRjobs.com to the attention of Katy Rush, GovHRUSA. Please direct inquiries about the position to krush@govhrusa.com.

The Village of Northbrook is an Equal Opportunity Employer.

