

Clerk II – University Human Resources Service Center

Iowa State University Human Resources is currently seeking candidates for a Clerk II. As a member of the UHR Service Center, this front-line, high volume service position will assist a diverse clientele, while remaining courteous and professional at all times. Customer service is of the utmost importance both in person and over the phone. This position will provide clerical support for processes associated with University Human Resources such as assisting employees and students in completion of various employment paperwork including I-9, W-4, insurance forms and other documents; verifying documents used for identification and work authorization; entering data into HR systems and/or databases while ensuring accuracy and meeting deadlines.

The successful candidate will possess the ability to work in a team environment; communicate with clients, including those of a diverse background in what may be stressful situations; pay close attention to detail, prioritize tasks to ensure meeting deadlines, and possess excellent organizational and interpersonal skills.

This is a non-organized position. It is excluded from coverage of the AFSCME Collective Bargaining Agreement.

Required Education and Experience

Any combination of clerical office experience, undergraduate education, and/or post high school clerical training that is the equivalent to one year of full time employment.

Preferred Education and Experience

Customer service experience, both in person and over the phone.

Experience with health insurance benefits and terminology.

Experience with I-9 and E-Verify processing.

High volume data entry experience.

Experience with confidential documents and sensitive situations.

Apply on the Iowa State University website at www.iastatejobs.com

Posting 80049M

Or use quick link: <http://www.iastatejobs.com/postings/32158>

Iowa State is an Affirmative Action / Equal Opportunity Employer

Non-Discrimination & Affirmative Action Statement

Iowa State University is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, genetic information, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Office of Equal Opportunity, 3410 Beardshear Hall, 515 Morrill Road, 515 294-7612, email eooffice@iastate.edu.