

# CAPC, Inc.

## Position Description

**Position:** HR Generalist / Front Desk Coverage; non-exempt; hourly; Full Time

**Supervised by:** Vice President of Operations

**Supervisory Responsibilities:** None

**Job Duties:**

- Provide superior customer service to company employees, callers and visitors entering and exiting the CAPC office
- Anticipate and fulfill needs of office operations
- Ensure that generic meeting spaces are stocked with necessary supplies
- Set up and coordinate calendared events/meetings
- Assist Vice President of Operations in managing CAPC's administrative calendar
- Oversee the scheduling and usage of office meeting rooms and open work areas
- Maintain the organization and neatness of general office spaces including but not limited to the CAPC lobby, kitchen, restrooms, generic workspaces
- Act as a directory for inquiries by routing customers and employees to the correct company contact or resource
- Operate CAPC's telephone system and accurately document, route and transfer callers and messages
- Manage outgoing mail and incoming deliveries
- Circulate companywide messages via text message, telephone, email or flyer
- Keep copiers, printers and fax machines, break areas and office supply areas stocked
- Order necessary facility supplies to ensure readiness of available resources
- Maintain confidentiality of sensitive information
- Open the office promptly at 7:30 AM, Monday through Friday
- Lock up the office promptly at 4:30 PM, Monday through Thursday, and 12 PM Fridays
- Ensure cleanliness of open office areas
- Assist with HR document filing
- Assist in planning and organizing fundraising events and initiatives, including event logistics, invitation management, and donor communications.
- Assist with the onboarding of new staff as needed including but not limited to reference checks, file creation, trainings, etc.
- Assist Vice President of Operations to recruit new staff based off of organizational needs
- Assist Vice President of Operations to complete payroll within a timely manner
- Provide administrative support for the operations team as needed
- Provide administrative assistant to all departments as needed
- Specific projects as assigned
- Fulfill mission, goals, and objectives of CAPC
- Assist with the management of CAPC's HR email, responding to employees within a 48 hour period, and processing necessary paperwork that comes in.

**Position Requirements:**

- High school diploma or GED
- At least one year of clerical/office experience
- Ability to multi-task; Possess high level of comfort with public interaction
- Solid communication skills (written and verbal)
- Ability to work independently and deal with sensitive information and situations with tact and diplomacy
- Detail oriented
- Ability to read speak, write English
- Knowledge of general office/clerical duties including operation of multiple line phone system
- Proficiency with social media, navigating the internet, computer networking systems, and MS Office programs (Word, Excel, PowerPoint, Publisher, Outlook, Access, Adobe)
- Ability to type at speed of 40 WPM
- Valid CA driver's license
- Safe, reliable vehicle with current registration and insurance
- Recent DMV print-out with good driving record
- Ability to lift between 50 lbs to 75 lbs and pass post-offer physical
- CPR and First Aid Training by completion of second week of employment
- Ability to work independently with or without direct supervision
- Exercise sound judgment at all times.

**Desirable Qualifications:**

- Volunteer or paid work experience with persons with disabilities.
- Higher education.
- Bilingual in Spanish and English

**Wage and Benefits:**

- \$19.50 - \$22.50 per hour depending on education
- Medical/ Dental / Vision/ and 401K and up to 25% company match
- Mileage reimbursement

**Print Name:**\_\_\_\_\_

**Signature:**\_\_\_\_\_

**Date:**\_\_\_\_\_

# KPI Dashboard – HR Generalist / Front Desk Coverage

## Purpose

This dashboard supports accountability, consistency, and performance alignment with CAPC, Inc.’s operational excellence, HR compliance, and mission-driven culture.

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## Core Performance KPIs

### 1. Front Desk & Customer Experience

KPI Metric	Target Standard	Measurement Method
Visitor & Caller Experience	95%+ positive feedback	Informal feedback, leadership observation
Call Routing Accuracy	98% accuracy	Message logs / supervisor review
Office Opening & Closing Compliance	100% on-time	Attendance & compliance check
Professional Front Desk Coverage	Zero substantiated complaints	Incident tracking

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### 2. Office Operations & Facilities

KPI Metric	Target Standard	Measurement Method
Meeting Room Readiness	100% prepared prior to meetings	Calendar audit / supervisor review
Office Cleanliness & Organization	Meets standards weekly	Weekly walkthrough checklist
Supply Stock Levels	Zero operational disruptions	Inventory checks
Equipment Functionality	<2 service disruptions/month	Maintenance logs

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### 3. Administrative & Calendar Support

KPI Metric	Target Standard	Measurement Method
Calendar Coordination Accuracy	98% error-free scheduling	Calendar audit
Administrative Task Completion	95% on-time completion	Task tracking
Interdepartmental Support Responsiveness	Same-day or next-business-day response	Supervisor review

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### 4. Human Resources Support

KPI Metric	Target Standard	Measurement Method
Employee File Accuracy	100% compliant	HR audit
New Hire Onboarding Completion	100% within timelines	Onboarding checklist
Recruitment Support Turnaround	Positions posted within 3 business days	HR tracking
Confidentiality Compliance	Zero breaches	Incident reports

## 5. Payroll & Compliance Support

KPI Metric	Target Standard	Measurement Method
Payroll Submission Accuracy	99% accuracy	Payroll audit
Payroll Timeliness	100% on-time	Payroll calendar
Documentation Readiness	Audit-ready at all times	VP of Operations review

## 6. Fundraising & Special Projects

KPI Metric	Target Standard	Measurement Method
Event Logistics Support	100% completed per plan	Event debrief
Donor Communication Accuracy	100% error-free	Development review
Project Deadline Compliance	95% on-time	Project tracker

## 7. Professionalism & Mission Alignment

KPI Metric	Target Standard	Measurement Method
Professional Conduct	Meets expectations consistently	Performance reviews
Initiative & Problem Solving	Demonstrates proactive support	Supervisor feedback
Mission Alignment	Consistently demonstrated	Leadership observation

# Wage Progression & KPI Alignment

**Position:** HR Generalist / Front Desk Coverage

**Pay Range:** \$19.50 – \$22.50 per hour

**Status:** Non-Exempt | Hourly | Full-Time

## Wage Band Structure

Wage Band	Hourly Rate	Experience / Performance Level
<b>Band 1 – Entry</b>	\$19.50 – \$20.25	New hire / learning role
<b>Band 2 – Proficient</b>	\$20.26 – \$21.50	Fully competent, consistent performer
<b>Band 3 – Advanced</b>	\$21.51 – \$22.50	High-performing, trusted contributor

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## KPI Thresholds by Wage Band

### Band 1 – Entry Level (\$19.50–\$20.25)

**Expected Timeframe:** 0–6 months

#### Performance Requirements

- Achieves **80–85%** of KPI targets
- Front desk coverage meets expectations
- Office opening/closing compliance at **95%+**
- Demonstrates basic HR filing and onboarding support accuracy
- Requires moderate supervision

#### Required Competencies

- Learns CAPC systems and procedures
- Demonstrates professionalism and confidentiality
- Completes required trainings (CPR/First Aid, orientation)

*Eligibility to move to Band 2 requires successful 90-day and 6-month reviews.*

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### Band 2 – Proficient (\$20.26–\$21.50)

**Expected Timeframe:** 6–18 months

#### Performance Requirements

- Achieves **86–92%** of KPI targets
- **98%+ accuracy** in call routing and administrative tasks
- **100% compliance** with office opening/closing schedule
- HR files maintained with **100% audit readiness**
- Onboarding tasks completed on time with minimal corrections
- Payroll support delivered with **99% accuracy**

#### Required Competencies

- Works independently with minimal supervision
- Proactively identifies and resolves issues

- Consistently meets CARF-aligned compliance standards

*Eligibility to move to Band 3 requires sustained performance over at least two consecutive quarters.*

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### **Band 3 – Advanced (\$21.51–\$22.50)**

**Expected Timeframe:** 18+ months (or accelerated for exceptional performance)

#### **Performance Requirements**

- Achieves **93–100%** of KPI targets
- Zero substantiated complaints
- Demonstrates leadership-level reliability
- Anticipates operational needs and prevents disruptions
- Supports recruitment, onboarding, and payroll with high accuracy and timeliness
- Actively contributes to CARF readiness and quality improvement efforts

#### **Required Competencies**

- Trusted point of contact for staff and leadership
- Mentors or the supports onboarding of new administrative staff
- Demonstrates strong judgment, discretion, and initiative

*This is the top of the pay band; future growth may include expanded duties or promotion.*

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## **KPI Categories Used for Wage Evaluation**

<b>KPI Category</b>	<b>Weight</b>
Front Desk & Customer Experience	20%
Office Operations & Facilities	20%
Administrative & Calendar Support	15%
HR & Onboarding Support	20%
Payroll & Compliance Support	15%
Professionalism & Mission Alignment	10%
<b>Total</b>	<b>100%</b>

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