



## **Employee Services Specialist in Craig or Wasilla, Alaska**

### **Position Summary**

The Employee Services Specialist supports the day-to-day operations of Employee Services by delivering responsive, high-quality employee support while ensuring accurate records, compliant processes, and efficient service delivery. This role acts as a key resource for employees and leaders, managing employee lifecycle processes, maintaining HR systems and files, and supporting compliance and engagement initiatives.

### **Key Responsibilities**

#### **Employee Lifecycle & HR Operations**

- Process employee lifecycle transactions including hires, transfers, promotions, pay changes, and terminations
- Maintain accurate employee data in HRIS systems and ensure data integrity across platforms
- Coordinate onboarding activities, including new hire communication, documentation, training assignments, and system setup
- Manage offboarding processes, including final documentation, payroll inputs, and access coordination

#### **Employee Support & Service Delivery**

- Serve as a first point of contact for employee and supervisor inquiries, providing timely and professional support
- Provide guidance on policies, benefits, pay, and leave programs
- Escalate complex or sensitive issues as needed

#### **Records Management & Compliance**

- Maintain accurate, audit-ready personnel files and ensure proper document retention and confidentiality standards
- Track required documentation (I-9s, acknowledgements, certifications) and ensure compliance with regulations
- Support internal and external audits and maintain compliance documentation and reporting

#### **Benefits, Leave, and Payroll Support**

- Support benefits administration including enrollments, life events, and vendor coordination
- Assist with leave tracking, return-to-work coordination, and documentation
- Provide payroll and timekeeping support, including auditing timesheets and reviewing pay-related changes

### **Performance Management & HR Programs**

- Administer performance management systems, including review cycles and system support
- Run reports and track metrics such as headcount, turnover, and compliance indicators

### **Recognition, Engagement & Culture**

- Coordinate employee recognition programs, service awards, and engagement initiatives
- Support company events and culture-building activities
- Contribute to a positive, professional, and team-oriented workplace culture

### **Required Qualifications**

- Associate's degree in Human Resources, Business Administration, or related field, or equivalent experience
- 2–4+ years of experience in HR, employee services, or administrative support roles
- Knowledge of HR processes, compliance requirements, and HRIS systems
- Strong organizational skills and attention to detail
- Excellent communication and customer service skills

### **Preferred Qualifications**

- Experience with HRIS and performance management systems (e.g., iVue, PerformYard)
- Experience supporting audits, compliance reporting, or benefits administration
- Ability to manage multiple priorities in a fast-paced environment

### **Core Competencies & Behavioral Expectations**

The ideal candidate consistently demonstrates:

- **Accountability & Ownership:** Takes responsibility for accuracy, follows through on commitments, and proactively resolves issues
- **Professionalism Under Pressure:** Maintains composure and professionalism in challenging situations
- **Collaboration & Communication:** Works effectively with diverse teams and communicates clearly across all levels
- **Judgment & Decision-Making:** Balances policy, compliance, and employee experience in decision-making
- **Adaptability & Continuous Learning:** Adjusts to changing priorities and learns new systems and processes quickly
- **Culture Contribution:** Promotes respect, inclusion, and a positive team environment

### **Working Conditions**

- Work is primarily performed in an office or hybrid environment
- May require periods of sitting, computer use, and handling confidential information
- Occasional deadlines may require prioritization across multiple tasks

This role is critical to ensuring a smooth, compliant, and employee-centered experience across the organization. The Employee Services Specialist combines strong administrative expertise with a service-oriented mindset, contributing to both operational excellence and a positive workplace culture.

*AP&T is an Equal Opportunity Employer. We consider all qualified applicants, including Veterans and individuals with disabilities. We are a Drug & Alcohol-Free Workplace.*

The pay for this position is \$34.00-\$41.00 per hour and is DOE.

AP&T offers a generous benefits package including medical, dental, and vision coverage, plus a 401(k) with company match and employee stock ownership. Employees receive medical travel and medivac reimbursements, paid time off, paid holidays, and recognition programs. As a small, employee-owned utility, AP&T values and supports its teams across 40 Alaska communities.

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