

HUMAN RESOURCES ASSISTANT

Position Location: Collierville, TN
Department: Central Services
FLSA Classification: Non-Exempt
Revision Date: July 2026

The Human Resources Assistant is responsible for daily administrative duties within the Human Resource function. Responsibilities include payroll processing, assisting with recruitment, onboarding, record maintenance, benefits administration, and other personnel related and administrative activities to help ensure employees receive timely, accurate, and responsive support. This role requires a high level of professionalism, attention to detail, and a strong commitment to confidentiality. Reports to Director of Human Resources.

Essential Functions

- Manage day-to-day payroll functions, including but not limited to preparing, reviewing, processing, reconciliation, and answering basic employee questions.
- Maintain accurate and up-to-date human resource files, records and documentation.
- Perform periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately.
- Perform administrative duties, such as maintaining employee databases, scheduling meetings and interviews, performing research, and generating reports.
- Assist with planning and execution of special events such as benefits enrollment, onboarding, organization-wide meetings, and employee engagement events.
- Support recruiting, onboarding, and performance management functions.
- Coordinate employee training and development sessions.
- Answer frequently asked questions from applicants and employees related to standard policies, benefits, hiring processes, etc.; refer more complex questions to Director.
- Responsible for coordination/support of projects or duties as requested by Director.
- Provide administrative support to CFO and other members of Executive Administration as needed.
- Demonstrate and communicate the Bank's commitment to a culture of professionalism, compliance, high ethical standards, integrity, and respect.

Competencies

- Ability to maintain strict confidentiality and manage sensitive information with maturity, discretion and professionalism.
- Exceptional attention to detail, with accuracy and efficiency in managing multiple assigned duties.

- Results driven, persistent, and able to self-direct and work independently, while seeking guidance when appropriate or necessary.
- Strong critical thinking and problem-solving skills.
- Excellent interpersonal skills, with the ability to manage sensitive and confidential situations with tact, professionalism, and respect.
- Excellent communication skills
 - Professional verbal communication skills, both in person and via telephone.
 - Exceptional writing skills, demonstrating clarity and accuracy in vocabulary, grammar, spelling, and punctuation in all written correspondence and documentation.
- Proven time management and organizational skills; able to effectively manage multiple priorities while maintaining a commitment to accuracy and timeliness.
- Strong working knowledge of Microsoft Word, Excel, and PowerPoint. Ability to effectively and efficiently learn other payroll/HR/bank software programs.

Required Education and Experience

- Minimum of 3 years of experience in Human Resources, payroll, recruiting, or an administrative support role with related duties.
- Minimum of 1 year payroll processing/payroll administration experience required.
- High school diploma or equivalent required; Bachelor's degree in Human Resources, Business Administration, or a related field preferred.

Travel

- Occasional travel to other BankTennessee facilities and non-Bank facilities for professional development opportunities and other events.

Physical Demands

- The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand or sit; kneel, stoop, or squat; use hands or fingers to handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to walk. The employee must occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and the ability to focus.

Work Environment

- The Bank's professional working environment requires employees to communicate effectively, both verbally and in writing. Employees must demonstrate strong interpersonal skills when working closely with internal business partners and external clients. Employees may be exposed to confidential and propriety information within the working environment, therefore, must uphold confidentiality at all times. Due to the possibility of being exposed to high-risk situations (i.e. robbery), detailed instructions and procedures are required to be followed at all times to safeguard the Bank's employees, customers, and assets. Job is to be performed on site, within an assigned BankTennessee facility. This is not a remote position.

This job description is a general description of the types of responsibilities that are required of an individual in this job. It is not intended to cover or contain a comprehensive listing of all duties, responsibilities or activities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

BankTennessee is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, national origin, sex, sexual orientation, religion, age, disability, genetic information, veteran status, or any other characteristic protected by State or Federal law.