

## HUMAN RESOURCES ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, performs a variety of responsible and complex technical and administrative duties relating to personnel functions and programs including in the areas of employment recruitment, workers compensation, benefits administration, classification and compensation, employee relations, and liability claims; provides information and assistance to City employees and the general public regarding human resources activities, processes, policies, and procedures; prepares various correspondence and memoranda; coordinates activities related to area of assignment; and performs a variety of tasks requiring specialized knowledge related to area of assignment.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a wide variety of responsible clerical, technical, administrative, and office support duties in support of the City's Human Resources Division.
2. Provide customer service, both in-person and by telephone; screen and direct telephone calls; take and relay messages; answer questions from employees and the general public regarding human resources issues, rules, and regulations relating to human resources management; respond to employment verification requests, salary and benefit surveys, and other requests for information.
3. Provide general clerical and administrative support to the Human Resources Division; compose and type letters, memoranda, and other correspondence related to assigned human resources programs and activities; prepare a variety of reports including technical reports and status reports pertaining to human resource management programs and activities.
4. Plan and coordinate recruitments and examinations; prepare job announcements and advertisements; administer and score tests; notify candidates of application/employment status; prepare certification lists.
5. Maintain eligible candidate lists; provide names of eligibles to department representatives upon appropriately approved requests.
6. Process personnel action forms and maintain personnel records to ensure timely performance evaluations and appropriate actions.
7. Coordinate post-offer pre-employment physicals, psychologicals, drug screens or other pre-employment screenings as may be required.
8. Maintain personnel records ensuring timely and accurate records.
9. Explain employment benefits and general terms and conditions of employment to employees and department representatives; conduct initial new employee orientation for purposes of ensuring appropriate completion of payroll and benefits documentation.

**CITY OF CERES**

**Human Resources Assistant (Continued)**

10. Prepare workers' compensation reports; assist workers' compensation adjuster as needed on City employee claims.
11. Prepare required federal and state notices and monitor time requirements regarding these entitlements.
12. Research, compile and analyze data for special personnel projects and reports.
13. Receive liability claims against the City; research the validity of the claim by gathering information such as police reports; discuss liability claim with appropriate management staff and outside insurance company; make recommendation for acceptance or rejection of claims; prepare staff report, resolution, and/or proper correspondence related to claim; prepare documents and gather data to pursue cost recovery and restitution for the City.
14. Perform a variety of general office support duties; make copies; maintain calendar of activities, meetings, and various events for assigned staff; process mail including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages; order office supplies.
15. Operate a variety of office equipment including a computer, typewriter, copier, and facsimile machine; utilize various computer applications and software packages.
16. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Basic human resources functions and procedures.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Mathematical principles.

Business letter writing and the standard format for typed materials.

Methods and techniques of proper phone etiquette.

Basic functions and structure of a municipal organization.

Methods and techniques for basic report preparation and writing.

Methods and techniques for record keeping and filing.

Public relations techniques and procedures.

Customer service and public relations methods and techniques.

English usage, spelling, grammar and punctuation.

Pertinent federal, state, and local laws, codes, and ordinances.

**Ability to:**

Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of the Human Resources Division.

Provide technical human resources management services.

Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.

Understand, interpret, and apply general administrative and departmental policies and procedures.

Answer questions and provide information to City employees, outside agencies, and the general public requiring the interpretation and explanation of human resources program, policies, and procedures.

**CITY OF CERES**

**Human Resources Assistant (Continued)**

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Read, understand, and review documents for accuracy and relevant information.

Use applicable office terminology, forms, documents, and procedures in the course of the work.

Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Make accurate arithmetic calculations.

Compose correspondence and compile and arrange data in a readable and comprehensible manner.

Research files and prepare basic statistical reports and analyses.

Establish and maintain complex record keeping systems.

Proofread and edit draft reports or correspondence for errors in grammar or structure.

Coordinate activities and meet critical deadlines.

Deal successfully with the public, in person and over the telephone.

Understand and follow instructions.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Type and enter data at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Two years of college level course work in business, personnel management, or closely related field. Significant related experience may substitute for education.

**Experience:**

Two years of increasingly responsible technical or administrative experience in personnel administration activities.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and frequent interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

