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| Position: | Human Resources Assistant I | FLSA: | Non-exempt |
| Department/Site: | Human Resources | Salary Grade: | 11 |
| Reports to/Evaluated by: | Human Resources Management | Salary Schedule: | Non-Operations |

SUMMARY

Under direct supervision, the purpose of the position is to provide routine and moderately complex clerical support and customer service duties within the Human Resources Department, e.g., customer service, employee services, employee screening. Employees in this classification function at entry level and are accountable for the accuracy of both routine and non-routine administrative support duties performed as dictated by the nature of department. Provides recurring, yet technically oriented clerical, secretarial, and maintains confidentiality of private employee information processed or received during the course of performing assigned duties.

DISTINGUISHING CAREER FEATURES

The Human Resources Assistant I is the first level in a generalist-clerical series. Human Resources Assistants are generally assigned to functional areas dominated by high volumes of clerical transactions that are processed for use by others and for further action. Advancement to the Human Resources Assistant II position requires a working knowledge of the terminology, procedures, and practices used in the Human Resources Department, the ability to research and extract information from a variety of commonly used databases, and the ability to troubleshoot problems encountered with customer service transactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets visitors, staff, and public in person or over the telephone, and responds to questions about employment and general information.
- Receives telephone inquiries and concerns, ascertaining the nature of the request, and resolving personally, directing it to the appropriate individual or department, or acting as liaison to the assigned supervisor; provides information on various hr related issues.
- Coordinates workflow for a high volume customer-service oriented office. Serves as a resource for other clerical support, filling in to balance workload, solving difficult transactions, and researching files and records to resolve discrepancies.
- Performs routine and moderately complex secretarial functions, e.g., data entry, data review, typing, reports processing, documentation verification, employment verification.
- Gathers, and prepares data for studies and reports; obtains necessary signatures; provides information to supervisor. Reviews and prepares documents for entry of information into electronic data processing systems. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats. Extracts data from existing databases and converts formats.
- Generates various correspondence, articles, memos, agendas, orders, reports, forms, manuals, or other relevant materials appropriate to the Human Resources department.

- Ensures the timely distribution and receipt of a variety of records and reports. May receive, sort and distribute incoming mail.
- Compiles statistical data, and maintains various department information onto established data entry formats. Searches and locates information in departmental records and files.
- Performs a variety of record keeping duties according to well-defined operating procedures while maintaining high standards of confidentiality.
- Assists the preparation of job advertisements, prepares internal and external job postings, and enters data from applications in the applicant tracking system.
- Processes documents requiring knowledge of the special terminology, policies and procedures of the department; assists with department processes.
- Maintains financial records for a small or limited scope fund or program with activities that include deposits, processing of expenditures, and documentation of inventory, preparation of accounts receivable, and preparation of periodic financial reports.
- May maintain weekly/monthly calendars, agendas and schedules for the assigned supervisor, e.g., meetings, travel arrangements, conferences, seminars.
- Attends meetings as required by the assigned supervisor. Assists with specialized projects to support administrative processes of the department.
- Maintains open communication with coworkers, management, staff, the general public; acts as liaison to various groups or departments.
- Performs duties as assigned/necessary which are related, or logical in assignment to the position.

QUALIFICATIONS

Knowledge and Skills: Working knowledge of generally accepted personnel practices and procedures. Requires a working knowledge of procedures associated with processing financial transactions such as purchase orders and budget line item changes. Requires a working knowledge of personal computer-based software that support this level of work, including but not limited to word processing, spreadsheet, and software (with data entry screens) used in education. Requires a basic knowledge of office equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires sufficient arithmetic skills to compute sums and statistics. Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare standardized correspondence. Requires sufficient human relations skills to present a positive image of the department and district, maintain harmony among peers, convey technical information to others, and use patience in dealing with a diverse population.

Abilities: Requires the ability to perform all aspects of the position in a high volume environment that may be dominated by distractions. Must be able to perform clerical and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of district and department organization, operations, programs, functions and special department terminology when performing assignments. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to work cooperatively with staff, employees, external organizations, and the public using patience and courtesy. Requires the ability to use a personal computer to produce correspondence, informational materials, and conduct basic research. Requires the ability to maintain confidentiality of private and sensitive information.

Physical Abilities: Must be able to function indoors engaged in work of primarily a sedentary nature. Requires the ability to use near visual acuity to write and to read printed materials and computer screens. Requires the ability to use hearing and speech for ordinary telephone conversations and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about various district locations, and to reach work materials. Requires manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

Working Conditions: Work is performed indoors where minimal safety considerations exist.

Education and Experience: High School diploma and college level business or clerical course work; supplemented by three (3) to four (4) years clerical experience in a customer service oriented environment. Additional experience may substitute for college-level coursework.

Licenses and Certificates: May require a valid driver's license.