



June 2008

## **HUMAN RESOURCES ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of advanced administrative duties in support of the Human Resources Division, including assisting in the recruitment process, preparing, reviewing, and distributing human resources records, and assisting in completing various personnel studies and reports; handles confidential and sensitive matters relating to all aspects of the human resources function; provides general office and administrative support, including document preparation, file maintenance, and data entry; provides information and assistance to City staff and the public; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Principal Human Resources Analyst. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is an experienced administrative class in the Human Resources Department responsible for performing a variety of human resources office support duties, including assisting in the recruitment process; preparing, reviewing, and distributing human resources records; and assisting in completing various personnel studies and reports. This class is distinguished from other administrative classes in that it requires specialized knowledge and skills pertaining to the City's human resources function, in addition to standard office support duties. This class is further distinguished from the Human Resources Technician in that the latter performs more complex and technical work that requires additional specialized knowledge and skill.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides administrative support to the Human Resources Director and senior professional staff by performing duties of an advanced, complex, and sensitive nature; acts as liaison between the Human Resources Division and other divisions and departments within the City.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical reports, and correspondence for division staff from rough draft, handwritten copy, verbal instructions or other material using a computer or typewriter; inputs and retrieves data and text using a computer terminal; orders equipment and supplies, recommends approval of invoices for payment.
- Schedules and coordinates meetings, seminars, conferences, and training sessions; prepares agendas and informational packets; confirms staff participation; tracks training provided by the division.
- Processes City-wide payroll data, verifies accuracy of documentation provided, coordinates timely and accurate receipt of personnel action forms with other departments and the payroll division; creates, updates, and maintains all official City personnel records.

- Develops and maintains a complex Human Resources Information System (HRIS); establishes and maintains position control, maintains applicant tracking information and reports; recommends system enhancements.
- Assists with all aspects of budgeting and fiscal administration, including maintaining expenditure tracking system, monitoring division budget, assisting with annual budget preparation.
- Provides information relating to recruiting, examinations, personnel rules, policies and procedures, and benefits to employees, the public, and other agencies via phone and in person.
- Assists with the recruitment and selection program by processing job announcements and advertisements, providing and receiving employment applications, designing and implementing interview schedules; coordinating interview panels, providing information and assistance to applicants, managers and supervisors, assisting with police testing, scheduling and maintaining records of drug screens, medical examinations, and background checks; maintains recruitment files.
- Assists with employee benefit program by providing basic benefit data to employees; makes contact with third-party benefits providers as assigned; coordinates employee orientations, benefit fairs and other activities; prepares benefit packets.
- Assists with labor relations program by performing statistical research for negotiations, maintaining negotiation notes and other documentation, and maintaining negotiation and grievance files.
- Assists with the coordination of the annual open enrollment process for employee benefit programs; computes City and employee share of premiums; reviews completed benefits for accuracy; summarizes open enrollment data; provides completed enrollment materials to vendor.
- Maintains and stores a variety of personnel records, files, logs, and reports related to departmental operations and activities; maintains sensitive and personnel files; periodically reviews and purges files in accordance with applicable laws, regulations, and guidelines.
- Assists in administration of special programs, including preparing and distributing administrative documents, responding to requests for information, generating reports, and updating database and files.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices of human resources in a public agency setting.
- Basic policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence and reports.
- Applicable Federal, State, and local laws, codes, and regulations.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Apply and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection practices.

- Maintain accurate and confidential human resources records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand and follow oral and written instructions.
- Make accurate arithmetic and basic statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and five (5) years of varied administrative support experience preferably involving human resources programs and services, or two (2) years of experience equivalent to Sr. Administrative Specialist at the City of Tigard.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.