

## **HUMAN RESOURCES ASSISTANT**

### **Job Summary:**

Under the direction of the Human Resources Manager, performs a variety of specialized clerical and administrative support duties related to human resources functions and activities; provides basic information regarding the City's human resources services, practices and procedures.

### **Essential Duties and Responsibilities:**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Performs a variety of general and human resources related clerical and administrative duties.
2. Prepares and types a variety of materials such as correspondence, memoranda, job announcements, forms, employment lists, employment certification, charts and statistics.
3. Provides basic information and assistance in person or by telephone to job applicants, City personnel and the public regarding a variety of personnel matters.
4. May provide written verification of past or present City employment.
5. Assists in updating and maintaining computerized personnel records.
6. Maintains various personnel records and files containing confidential information and materials.
7. Performs human resources front desk duties as necessary.
8. May respond to routine survey requests from other agencies, employees and the public for salary and benefits information.
9. May track performance evaluation and step increase dates and deadlines; processes paperwork for both.
10. Assists in collecting routine salary and benefits information from other agencies.
11. Assist professional staff in the preparation and/or revision of class specifications.
12. Assists in the recruitment process by typing, posting and mass mailing, job announcements; places advertisements, obtains oral board raters, makes arrangement for panel interviews, and provides information to applicants.
13. Performs data entry of employment applications into applicant tracking software; prepares and mails correspondence to applicants regarding application, testing and interview results.
14. Provides staff support to professional and management staff.
15. Performs related duties as required.

### **Qualification Guidelines:**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

### **Education and/or Experience:**

One year of college and two (2) years of full-time, paid clerical and administrative support experience in a governmental agency's human resources or personnel department. Experience and/or education in a related field may be substituted on a year for year basis.

**Knowledge of:**

- Modern office practices, procedures and equipment including, but not limited to, personal computer and related software.
- Human resources policies and procedures.
- City organization, operations, policies and objectives.
- Interpersonal skills, using tact, patience and courtesy.
- Telephone techniques and etiquette.
- General recording keeping practices.
- Correct English and math usage.

**Skill and/or Ability to:**

- Understand and explain City policies and procedures pertaining to human resources.
- Understand and follow oral and written directions.
- Establish and maintain effective working relationships with others.
- Maintain a variety of records and files.
- Maintain confidentiality.
- Effectively communicate both orally and in writing.
- Perform clerical duties such as filing, duplications and typing.
- Type at 50 net words per minute from clear copy.
- Operate a variety of office equipment, including but not limited to, personal computer and related software.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work which is primarily sedentary.
- Is subject to inside environmental conditions.
- May be required to work at a computer terminal for prolonged periods.
- May be required to work evenings and/or weekends.