



May 2007  
FLSA: NON-EXEMPT

## HUMAN RESOURCES ASSISTANT

### DEFINITION

Under general supervision, performs a variety of responsible technical and office administrative support functions for the Human Resources Division, including assisting in the recruitment of staff; provides office administrative and secretarial support to the division manager and related professional staff; prepares, reviews, and distributes human resources records; assists in completing various personnel studies and reports; performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision by the Human Resources Director. No supervision of staff is exercised.

### CLASS CHARACTERISTICS

This is a journey-level class in the Human Resources Division that performs technical, clerical, and administrative support activities related human resources programs, projects, and functions. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Town activities, and extensive staff, public, and organizational contact. This class is distinguished from other administrative and secretarial classes in that it requires specialized technical knowledge and skills pertaining to the Town's human resources function, in addition to standard office support duties.

### 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.*

- Assists in recruiting, testing, and selection of employees, including preparing advertisements and recruitment job flyers, coordinating recruitment processes, and scheduling application screening, written performance tests, and interviews.
- Answers questions and provides information regarding open positions, applications procedures, employment procedures, and basic salary administration practices.
- Prepares and updates information in human resources database records, including new positions, vacancies, and performance evaluation records.
- Prepares correspondence related to employment, selection procedures, and interview results; maintains forms and databases.
- Maintains training records and database; secures training sites, develops memos, flyers, emails, and voicemails, and provides visual aids and other materials as necessary.

- Receives and screens visitors and telephone calls, providing a high level of customer service to both external and internal customers; provides information to Town staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, procedures, and ordinances.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, attending meetings, and serving on various task forces and committees.
- Oversees and ensures that the office administrative functions of the department are effectively carried out; recognizes and solves issues and problems in situations that may require the use of tact, independent judgment, and skill in resolving conflicts.
- Maintains a calendar and coordinates the schedule of departmental management staff, representatives of other organizations, and the public; makes travel arrangements as required.
- 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.
- Policies and procedures related to recruitment, selection, classification, and compensation.
- Methods, techniques, and practices of data collection and report writing.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Applicable laws, codes and regulations.
- Records management and filing principles and practices.
- Business arithmetic and basic statistical techniques.
- Standard office practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing, online applications, database, spreadsheet applications, and a variety of graphic design programs at a speed of 60 words per minute or greater.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

### **Ability to:**

- Interpret, apply, and explain policies, procedures, and practices of personnel administration.
- Review personnel documents for completeness and accuracy.
- Maintain accurate and confidential personnel records.
- Perform technical human resources support work.
- Maintain and produce accurate reports in a timely manner.
- Use specialized human resources software, including database management, graphics and publication production, and departmental website maintenance.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.

- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take notes rapidly and accurately; transcribe own notes.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective 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 completion of the twelfth (12<sup>th</sup>) grade and two (2) or more years of clerical and technical human resources support experience. Some experience and/or training in the use of Microsoft Office Products and other modern software applications.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

**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 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 necessary to perform job functions.

**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.