

HUMAN RESOURCES ASSISTANT

DEFINITION

Under general supervision, to perform a wide variety of responsible and complex technical and administrative duties relating to personnel functions and programs including in the areas of employment recruitment, classification and compensation, benefits administration, worker's compensation, liability claims, and employee relations; to provide information and assistance to City staff and the general public regarding human resources activities, processes, policies, and procedures; to prepare various correspondence and memoranda; to coordinate activities related to area of assignment; to perform a variety of tasks requiring specialized knowledge; and to perform related work as required. Serves as Disaster Service Worker. FLSA Status: Non-exempt.

DISTINGUISHING CHARACTERISTICS

This is a professional working level position. Incumbents have responsibility for providing highly responsible technical and administrative support related to human resources activities while maintaining confidentiality.

REPORTS TO

Administrative Manager/Health Benefits Officer or as assigned.

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

ESSENTIAL FUNCTIONS

Performs a variety of responsible clerical, technical, administrative, and office support duties in support of the City's Human Resources Division; provides customer service, both in-person and by telephone; takes and relays messages; answers questions from employees and the general public regarding human resources issues, rules, and regulations; may provide explanations of City codes and ordinances; responds to employment verification requests, salary and benefit surveys, and other requests for information; creates forms; composes and types letters, memoranda, and other correspondence; takes notes from dictation or recording and accurately transcribes them; may take minutes of meetings; processes personnel action forms and maintains personnel records to ensure timely performance evaluations and appropriate actions; maintains personnel records; researches, compiles, and analyzes data for special personnel projects and reports; performs fiscal support assignments; performs a variety of general office support duties; makes copies; schedules appointments; maintains calendar of activities, meetings, and various events for assigned staff; processes mail including receiving, sorting, time-stamping, logging, and distributing incoming and

outgoing correspondence and packages; operates a variety of office equipment; utilizes various computer applications and software packages; and performs related duties as required. Regular and consistent attendance is required. May be required to attend night and weekend meetings.

May perform other human resources duties such as, but not limited to, plan and coordinate recruitments and examinations; coordinate post-offer pre-employment physicals, psychological, drug screens, or other pre-employment screenings as may be required; receive liability claims against the City; research and discuss liability claim with appropriate management staff and outside insurance company; prepare documents and gather data to pursue cost recovery and restitution for the City; and may process employee payroll and assist with the maintenance of work and time records.

Serving as assistant Health Benefits Officer, may be required to 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; prepare worker's compensation reports; assist worker's compensation adjuster as needed on City employee claims; and prepare required federal and state notices and monitor time requirements regarding these entitlements.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, postage machine, radio, and FAX.

TYPICAL WORKING CONDITIONS

Work is normally performed in an office environment; frequent contact with other staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic human resources functions and procedures.
- Standard office equipment operation.
- City and department policies, rules, and regulations.
- Establishment and maintenance of files and information retrieval systems.
- Modern office methods and procedures.
- Fiscal record keeping methods and procedures.
- Proper English usage, spelling, grammar, and punctuation.
- Personal computers and software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and ordinances.

Ability to:

- Spell correctly and use proper English.
- Understand and carry out oral and written direction.
- Type at a net speed of 50 words per minute.
- Perform a wide variety of specialized office and administrative support work for management/supervisory staff.
- Interpret, explain, and apply City and department policies, rules, and regulations.
- Work with considerable independence and initiative while exercising good judgment in recognizing scope of authority.
- Maintain confidentiality in critical and sensitive information, records, and reports.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare clear, concise, and accurate records and reports.
- Prepare public relations and informational material.
- Use a personal computer and appropriate software for word processing and support work.
- Deal tactfully and courteously with the public, representatives of other agencies, and other City staff when explaining the functions and policies of the department where assigned.
- Establish and maintain cooperative working relationships.

Training and Experience:

- Two (2) years of increasingly responsible technical or administrative experience in personnel administration activities.

Education:

- Equivalent to graduation from high school.
- Graduation from an accredited community or junior college with an AA degree with course work in business, personnel management, or closely related field, or Education requirement may be substituted with equivalent years of experience.

DESIRABLE QUALIFICATIONS

- Possession of a valid California driver's license.
- Certified Standard First Aid and Cardiopulmonary Resuscitation (CPR).

SPECIAL REQUIREMENTS:

- None.

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Rev. 06-24-13