



## Human Resources Assistant I/II

### DEFINITION

Under supervision (Human Resources Assistant I) or general supervision (Human Resources Assistant II) from the Human Resources/Risk Manager, performs a wide variety of confidential clerical and office support duties to support District human resources, risk management, and workers' compensation programs; maintains a variety of technical and confidential office records and files; provides factual information to employees and the public on District and departmental programs and services; serves as staff at community and public education events; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS

**Human Resources Assistant I** is the entry-level class in the Human Resources Assistant series. Under close supervision, within a framework of established policies and procedures, incumbents learn and perform routine clerical and specialized office support tasks related to human resources, risk management, and workers' compensation programs. As experience and proficiency are gained, assignments become more varied and complex, and the level of independent action increases within established guidelines. Assignments are given in specific terms and are subject to frequent review while in progress and upon completion by the Human Resources/Risk Manager. There is limited latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the experienced, journey-level Human Resources Assistant II class by the routine nature and limited complexity of work assignments and the level of supervision received. The Human Resources Assistant I and II classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval of the department manager, incumbents in this class may advance to the Human Resources Assistant II after a minimum of two (2) years at the first level and demonstrated proficiency to meet the job requirements of the Human Resources Assistant II classification.

**Human Resources Assistant II** is the experienced, journey-level class in the Human Resources Assistant series. Under general supervision, within a framework of established policies and procedures, incumbents are fully competent to perform the full range of assigned tasks. Assignments are given in general terms and are subject to review upon completion. There is significant latitude for independent judgment and action in well-defined areas of work.

This class is distinguished from the entry-level Human Resources Assistant I by the increased complexity of work assignments and level of independence with which assignments are performed. This class is further distinguished from the Human Resources Technician classification which performs work at a higher administrative and technical level.

## TYPICAL DUTIES

### TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Receives and screens phone calls and assists visitors; provides factual information to employees and the public on District and departmental programs and services which may require interpretation of policies and procedures, tact, and judgment; takes messages or directs calls as appropriate; processes mail.
- Assembles and distributes application packets; enters applicant data into database; schedules interviews and proctors written examinations; maintains files and records related to recruitment activities; conducts initial orientations for new employees, which includes an explanation of benefits and employment policies and procedures.
- Enters new employee data into the payroll system; processes Personnel Action Records to change employee status or salary; coordinates personnel record changes with payroll.
- Composes correspondence from brief instructions; initiates internal notifications and announcements to employees regarding District activities and related matters; designs new formats and forms as needed for various programs; prepares a variety of memos, reports, and documents using word processing or spreadsheet software applications.
- Maintains a variety of filing systems, including personnel records and other confidential files; sends and retrieves files from on-site and off-site storage.
- Processes performance appraisals and tracks, prepares, and distributes late performance appraisal reports to Department Managers.
- Serves as staff at community and public education events after hours and on weekends; sets up informational booths and displays; sets up equipment and prepares on-site and off-site facilities for meetings and training sessions.
- Assists with the maintenance of workers' compensation records; types injury claims and submits to insurance carrier; receives and files confidential medical reports related to employee injuries; schedules pre-employment physicals and other safety exams.
- Drives a motor vehicle to various District facilities or other locations to pick up and deliver correspondence, documents, materials, and supplies; operates a copy machine to duplicate and distribute information to employees District-wide.
- Performs other related work as required.

## REQUIREMENTS

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

### Education and Experience:

Possession of a high school diploma or its equivalent supplemented by some business or technical school training; and

**Human Resources Assistant I:** One (1) year of responsible administrative clerical experience. Experience in a Human Resources office is strongly preferred.

**Human Resources Assistant II:** Three (3) years of responsible clerical experience equivalent to that of a Human Resources Assistant I within the District.

**Knowledge, Skills, and Abilities:**

Knowledge of: records management and filing practices and procedures; principles and practices of business letter writing and report preparation; standard formats for forms and typed materials; correct English usage, including spelling, grammar, vocabulary, and punctuation; basic mathematics; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: work independently and exercise sound judgment within established guidelines; exercise a high degree of tact, diplomacy, and confidentiality; understand and follow District procedures and practices; provide accurate responses to inquiries and requests from a variety of employees and the public; prioritize and handle a high-volume workload with concurrent assignments, multiple deadlines, and frequent interruptions; maintain confidentiality of records and files; research, compile, and summarize a variety of information for inclusion in periodic or special reports; compose routine correspondence from brief instructions; organize and maintain a variety of files; maintain detailed and accurate records; prepare clear and concise written reports; type accurately at a rate of 45 words per minute from printed copy; make accurate arithmetic calculations; perform the essential duties of the job without causing harm to self or others. operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Working Conditions/Physical Requirements:**

The essential functions of this classification are performed primarily in a controlled-temperature office and require the ability to: work outside of normal business hours to attend community events or to proctor recruitment examinations; sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard and other office equipment on a daily basis; stand for long periods of time while representing the District at community events; walk, bend, stoop and reach to access files, materials and to set up displays; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and to frequently lift and carry boxes of files and records weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 03/2025

Approved:   
Human Resources/Risk Manager

