



Human Resources Assistant I/II

Class Code:
218,219

DEFINITION

Under supervision from the a Human Resources Supervisor or 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 in the Human Resources Assistant series. Under close to general 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, except where tasks are well defined by established standards, policies and procedures. There is limited latitude for independent judgment.

This class is distinguished from the journey-level Human Resources Assistant II classification 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. Incumbents in this classification normally advance to a Human Resources Assistant II after two (2) years at entry level and demonstrated proficiency in the job requirements of the journey level classification.

Human Resources Assistant II is the experienced, journey-level 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; and processes mail.
- Assembles and distributes application packets; enters applicant data into data base;

schedules interviews and proctors written examinations; maintains files and records related to recruitment activities; and 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; and 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; and 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:

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 the District's Human Resources Assistant I.

Knowledge, Skills and Abilities:

Knowledge of: standard office procedures and practices; 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; effective operation of a personal computer and other standard office equipment; standard software applications including word processing, spreadsheet and data base programs.

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; effectively operate a personal computer and other standard office equipment; proficiently use word processing and other standard software applications; communicate effectively, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of the work; and perform the essential duties of the job without causing harm to self or others.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.

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 and transport supplies or test materials; 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: 07/15

Approved: 
Human Resources/Risk Manager

