

## **CLASS TITLE: HUMAN RESOURCES ASSISTANT II**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for providing administrative assistance within the Human Resources (HR) Department, assisting with administrative or clerical work in relation to various human resource support operations and performs other related assigned duties.

### **ESSENTIAL TASKS: (All Divisions/sections)**

- Provides management with administrative assistance
- Recommends solutions/improvements to office management problems/issues
- Assists employees and the public with questions utilizing the City Personnel Policies and Procedures Manual, providing customers with the highest quality services possible
- Performs various special projects and internal research
- Monitors and maintains various files, computer reports, records and manuals, keeping detailed records for personnel administration purposes
- Attends committee, board or authority meetings and records, transcribes and distributes minutes
- Completes Personnel/Position Action and Personnel Requisition information
- Must report to work on a regular and timely basis

**In addition to the above tasks the following tasks may be required by the individual division.**

#### Administration

- Provides clerical support for the City's policy manual revisions/updates

#### Employment

- Oversees the Employment Office's front desk operations and backs up as needed, ensuring the integrity of the employment, applicant tracking system and computerized assessment processes
- Oversees the job bulletin process, including weekly creation and distribution to include mailing, faxing, emailing and internet/intranet postings, ensuring open positions communicated to the community
- Follows employment procedures in certification process
- Backs up temporary employment contract administrator
- Assists employment analysts with coordination of job files and processing of applications

#### Compensation and Policy Administration

- Assists with reviewing, inputting and coding Personnel Action (PA) and Position Action changes into the City's payroll system and preparing/distributing HR agenda to payroll personnel/clerks and the City Clerk's office, ensuring timeliness, accuracy and policy compliance
- Assists with on-boarding processes for new City employees to include e-verify and all required paperwork

#### Development Programs:

- Compiles medical records and other pertinent documentation as requested for the Legal Department
- Schedules physician appointments for workers' compensation medical evaluations on litigated claims
- Requests annual background checks on Permanent Total Disability and Death claims for verification of on-going benefits
- Processes paperwork/forms and inputs data/documentation into various systems for workers' compensation program/ claim documentation/payments to employees/providers
- Provides back-up support to Claims Specialists, researching system information to respond to legal, City medical, pharmacy and outside physician office issues
- Gathers quarterly claim information for various reports; submits tax and assessment payment/refund requests timely
- Assists in planning/scheduling of training classes for city-wide development program
- Maintains training database, updating employee records and ensuring integrity of employee internal transcripts
- Maintains driver's license database

- Prepares and sends notices of employee driving records following Collision Review Committee meetings

Insurance and/or Retirement:

- Monitors, reviews, determines eligibility and investigates exceptions and tracks data for various health and welfare plans/programs, resolving and communicating transactions between the employee, City and vendor
- Sends rate change and renewal notifications to all participants
- Reconciles and monitors compliance of accurate collection and payment of premiums to providers
- Assists participants with health and welfare issues/concerns and communicates various programs
- Assists with Municipal Employees Retirement Plan (MERP) new participant communications and encodes required information into payroll system
- Calculates and/or verifies annuity/contribution/refund estimate calculations
- Processes information and inputs data into various COT systems for health and welfare programs/plans/payments to employees
- Creates, prepares, updates, compiles and distributes various brochures/ materials
- Assists with employer insurance/retirement market surveys

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of increasingly responsible office or administrative experience including one (1) year as an HR Assistant I or two (2) years of experience in a Human Resources office preferred; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and one (1) year employment in the position.

Knowledge, Abilities and Skills: Considerable knowledge of the methods, practices, policies and techniques of personnel administration; considerable knowledge of and skill in applying the rules of grammar, spelling and punctuation; considerable knowledge of word processing, database, and/or spreadsheet software packages at a complex technical level; considerable knowledge of office practices and procedures; and good knowledge of City and Department Policies and Procedures. Ability to work independently; ability to work under pressure; ability and willingness to maintain confidentiality; ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Demonstrated skill in operating a personal computer, appropriate software applications and other office equipment; and skill in organizing, compiling and recording information.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**Class Code: 6515**

**EEO Code: N-02**

**Pay Code: AT-23**

**Group: Clerical and Administrative**

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**Series: Human Resources Management**

**Effective Date: October 25, 2017**