

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

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

### **ESSENTIAL TASKS:**

- Provides support for division to include assists with receiving, logging and scheduling grievances and preparing exhibits for arbitration hearings, distributing mail/surveys, inputting various data and maintaining City Personnel/computer/hardcopy files
- Creates documents and establishes file tracking system and backup procedures, utilizing advanced computer software packages to maintain database information
- Assists employees and the public with the location and functions of all City departments and divisions, providing internal and external customers with the most cost efficient, prompt and the highest quality services possible
- May assist employees with questions utilizing the City Personnel Policies and Procedures
- Assists with projects and/or research
- Schedules and arranges meetings, hearings and arbitrations, ensuring processing/scheduling compliance with policy/contract timeframes
- Orders and maintains supplies for all divisions, ensuring optimal inventory
- Provides backup support, including PA input changes, HR Agenda preparation duties and serving as Civil Service Commission secretary and purchasing card coordinator as needed
- Must report to work on a regular and timely basis

**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 general office experience, including one (1) year of experience in a high volume Human Resources environment or one (1) year handling confidential and/or complex information; 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 fifteen (15) 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 customer service and personnel administration; considerable knowledge of word processing, database and/or spreadsheet software packages at the advanced technical level; good knowledge of City and Department Policies and Procedures; and good knowledge of office practices, procedures and associated equipment. Ability to assist with projects and/or research while maintaining confidentiality; ability to communicate effectively both verbally and in writing; ability to function in a high volume work environment; 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;

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: None required.

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

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**Class Code: 6532**

**EEO Code: N-02**

**Pay Code: OT-17**

**Group: Clerical and Administrative**

**Series: Human Resources Management**

**Effective Date: October 25, 2017**