

JOB SPECIFICATION

CLASS TITLE	ADOPTION	
HUMAN RESOURCES ASSISTANT	RESOLUTION NO. 8362	EFFECTIVE DATE 02/03/2025
	FLSA DESIGNATION NON-EXEMPT	

GENERAL PURPOSE

Under general supervision, performs varied clerical, typing and complex office duties in the Personnel Office; provides general office assistance in specialized personnel work and programs; deals with the public in person and by telephone; maintains confidential records and assists in office operations and procedures; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Human Resources Assistant is a non-represented, full-time, confidential position in the Human Resources & Risk Management Division with access to confidential records and privileged information.

Receives general supervision from the Human Resources & Risk Manager. May receive functional and technical supervision from the Human Resources Technician.

- ESSENTIAL DUTIES AND RESPONSIBILITIES**
- The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.
1. Performs a variety of clerical work including typing, data entry, filing and recording of information. Operates office machines, including computers, typewriters, fax machines, and copiers.
 2. Prepares job bulletins, and updates the City job hotline as needed. Posts job bulletins on the Internet, and mail to relevant institutions, employment and advertising agencies. Accepts and processes employment forms and applications, as well as other related documents.
 3. Provides clerical assistance in all aspects of recruitment and selection, including ordering test booklets and administering tests and interviews.
 4. Provides assistance to applicants, City employees, and the general public by serving as the first point of contact for the Personnel Office by phone and at the counter. Provides a variety of information where judgment, knowledge and interpretation of policies and procedures may be necessary.
 5. Performs a variety of general office support duties including drafting, typing and proofreading letters, as well as other correspondences. Maintains automated and manual files, as well as records. Answers telephone and in-person inquiries. Prepares periodic and special reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

6. Performs a variety of general office support duties including drafting, typing and proofreading letters, as well as other correspondences. Maintains automated and manual files, as well as records. Answers telephone and in-person inquiries. Prepares periodic and special reports.
7. Processes and files correspondences, memos, timesheets, sick leave papers and other personnel forms, as well as assists in maintaining employee personnel files.
8. Provides clerical assistance in workers' compensation and liability claims administration. Assists in the receipt, processing and filing of claims and reports from employees, the general public and third party administrators.
9. Assists in planning, developing, coordinating and presenting training sessions related to areas of assignment. Coordinates and processes employee sign-up for employee relations consortium training, as well as other training classes.
10. Provides clerical assistance in all aspects of classification and compensation studies and surveys, including updating job specifications, and creating relevant database and spreadsheet to communicate the results of salary and benefit surveys.
11. Schedules Tracks and assists in the upkeep of the Personnel Office Internet files, including the Community Calendar, as well as responses to requests for services from citizens and the general public.
12. Provides clerical assistance in the preparation of bi-weekly status reports, as well as relevant staff reports for City Council meetings.
13. Assists in coordinating and processing of employee tuition reimbursement requests and paperwork. Tracks the usage of tuition reimbursement by respective employees, and advises employees of requirements, overages, and approvals.

Other Job-Related Duties:

- Provides clerical assistance in the development and administration of employee benefit programs.
- Prepares and types medical and appointment forms.
- May coordinate special events and assigned programs.
- Processes requisitions and purchase orders, as well as invoices for warrant register.
- May represent the Personnel Office in a wide variety of meetings with employee groups, professional associations, and other local entities as required.
- May train and coordinate the work of summer youth workers as assigned.
- May coordinate the maintenance of office machines as needed.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

KNOWLEDGE OF:

1. Basic human resource policies, procedures and practices related to recruitment, selection, benefits program administration and related functions.

MINIMUM QUALIFICATIONS

2. Standard office practices and procedures, including recordkeeping and filing.
3. Customer service practices and telephone etiquette.
4. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
5. City organization, rules, policies and procedures applicable to departmental operations.
6. The City's human resources and general accounting system and associated systems.
7. Safety policies and safe work practices applicable to the work.
8. Records management, recordkeeping, filing and basic purchasing practices and procedures.
9. City human resources policies, practices, procedures and labor contract provisions.
10. Uses and operations of scanners, phone systems, computers, standard business software and specialized database and spreadsheet applications.
11. Modern office practices, principles and procedures.
12. Modern office machines and computer software, Internet, E-mail, Fax, and Copiers.
13. Sorting, alphabetizing and filing of documents, records, reports, forms or other materials.
14. Basic office communication skills and telephone ethics.
15. Personnel operations and procedures.

ABILITY TO:

1. Deal judiciously with highly confidential information and materials.
2. Understand and follow written and oral instructions.
3. Type accurately at a speed of not less than 40 words per minute.
4. Communicate effectively orally, and maintain effective working relationships with co-workers, supervisors, City officials, and the general public.
5. Communicate effectively, both orally and in writing.
6. Understand and speak Spanish (highly desirable).

MINIMUM QUALIFICATIONS

EDUCATION, TRAINING AND EXPERIENCE:

A typical way of obtaining the knowledge, skills and abilities outlined above is:

Graduation from high school or GED equivalent, and two years of progressively responsible experience in technical/administrative support in a human resources office or in the administration of benefits and payroll activities; or an equivalent combination of education, training and experience. Experience in a public agency or municipality is preferred.

LICENSES; CERTIFICATES; SPECIAL REQUIREMENTS:

A valid California Class C driver’s license and the ability to maintain insurability under the City’s vehicle insurance program.

Ability to speak Spanish is highly preferred.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 25 pounds unaided.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

MENTAL DEMANDS

While performing the duties of this class, an employee uses written and oral communication skills and basic math; learns and applies new information and skills; deals with changing deadlines, constant interruptions and multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals.

WORK ENVIRONMENT

The employee works in an office environment where the noise level is usually quiet.