



HUMAN RESOURCES ASSISTANT

DEFINITION

Under general supervision, performs a variety of clerical and administrative duties in support of human resources staff and functions including recruitment and selection, onboarding, new employee orientation, and records administration; answers, screens, and refers visitors and telephone calls; opens, routes, and distributes mail; types, edits, processes, distributes, and files a variety of documents; enters data and information into various databases and computer systems; prepares, maintains, verifies, and processes a variety of personnel documents; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing clerical duties in support of human resources staff and functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Performs a variety of clerical and administrative duties in support of professional and technical human resources staff and functions, including word processing, data entry, record-keeping, and filing.
- Screens calls and visitors; assists staff, students, and the public at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information.
- Within established guidelines, verifies and reviews a variety of forms and documents for completeness and conformance with established procedures including but not limited to personnel action forms, staff evaluations, fingerprint clearance, and new hire paperwork.
- Prepares, copies, collates, and distributes a variety of documents, including new hire packets; ensures forms and documents are up to date and that copies are properly filed in departmental or central files.
- Creates standard spreadsheets; scans, indexes, and archives records, as assigned; routes documents for approval; enters and retrieves data and information into/from various databases and computer systems.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Compiles information and data for administrative and basic statistical reports; assembles reports, manuals, articles, announcements, and other informational materials.
- Orders and distributes supplies, equipment, and materials; ensures adequate inventory of department supplies; and schedules equipment repairs and maintenance issues.
- Organizes, archives, scans, copies, maintains, and retrieves records, documents, reports, and files; audits files for compliance with mandated requirements and records retention schedules; pulls and prepares personnel files for annual audit.

- Coordinates background check and fingerprint live scan process for required classifications; rolls fingerprints electronically for employment purposes; updates applicable clearance logs.
- Schedules appointments and meetings; reserves conference rooms; makes travel arrangements; and maintains various schedules and calendars.
- Maintains confidentiality of information obtained in the course of assigned duties.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of human resources programs.
- General office business, administrative, and clerical practices.
- Districtwide and department-specific policies, processes, procedures, and programs.
- Business arithmetic.
- Principles and practices of recordkeeping, filing systems, and processing of documents.
- Fingerprinting methods and techniques.
- District organization, operations, policies, and objectives.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Performs a variety of clerical and administrative duties in support of professional and technical human resources staff and functions.
- Respond to and effectively prioritize multiple phone calls, walk-in visitors, and other requests for service.
- Review a diverse range of forms and documents for completion and accuracy.
- Learn and explain program rules, regulations, policies and procedures.
- Compose routine correspondence from brief instructions.
- Receive, open, review, sort, date stamp, and distribute mail.
- Make accurate arithmetic computations.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Maintain accurate and confidential human resources records.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand and carry out oral and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education

- Equivalent to completion of the twelfth (12) grade, supplemented by college-level coursework in a related field.

Experience:

- Two (2) years of office administrative support or clerical experience.

Licenses and Certifications:

- Possession of, or acquisition of within the probationary period, a valid Fingerprint Rolling Certification issued by the state Department of Justice, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.