



HUMAN RESOURCE ASSISTANT

DEPARTMENT: Human Resources

NATURE OF WORK:

Performs para-professional, administrative, clerical and technical support in one or more areas of the County's comprehensive human resource program, such as customer service, employment, benefits, training or strategic management planning. Work is performed under the general supervision of assigned Human Resource Coordinator.

ESSENTIAL FUNCTIONS OF THE JOB:

Incumbents perform duties in the following areas as assigned:

Benefits

Answers employee questions regarding their benefits. Assists employees enrolling in or changing benefits; and, in resolving problems with benefit vendors. Helps coordinate open enrollment and employee communications. May track various benefits activities and produce statistics and reports on various benefits program.

Customer Service

Serves as first contact with the public and internal customers, both in person and over the telephone and internet. Represents the County and its values to customers. Answers routine questions regarding employment opportunities, status of recruitments, benefits, training, personnel policies, etc. Coordinates front desk coverage with other staff members to ensure uninterrupted service.

Employment

Performs employment related duties including, drafting job advertisements, compiling employment opportunities bulletins and disseminating them to recruitment sources, including outside agencies, newspapers, internet and cable television. Maintains rosters of job applications, including related EEO and recruitment statistics. Sends applications to departments in a timely manner and ensures that all applications and selection materials are returned and accounted for when position is filled. Conducts criminal history, sex offender, and driving record checks and maintains confidentiality of all related materials and information. Assists in monitoring the hiring process to ensure that all required post-offer checks and required forms are completed. Schedules interviews and appointments.

Information Systems

Assists in maintaining HR information systems and databases. Coordinates and/or performs scanning and quality assurance of personnel files. Enters payroll information into the human resource information system. Assists in developing content and posting it on the Human Resource internet and intranet pages. Makes suggestions to keep content up to date, accurate, attractive and easy to use. Provides assistance in updating and maintaining the Intranet and Internet pages.

Staff Support

Provides clerical and administrative duties in support of the department. Opens and distributes mail; makes copies; sets up and maintains files; prepares notebooks of new hire and benefits information; researches a variety of information; makes travel arrangements; and, orders and maintains office supplies. Produces employee ID cards. Schedules meetings, interviews, and training sessions, including coordinating arrangements for the room, refreshments or meals; prepares materials, arranges for room set up or audiovisual equipment, as needed.

Training

Assists with the County's training and employee development program. Promotes training opportunities. Confirms speakers, including ascertaining audiovisual and other needs. Arranges for materials, locates and confirms training site, and check in with site and presenter one week before class. Adds classes to training calendar; enrolls employees in classes and sends them confirmation. Arranges for refreshments when appropriate. Sets up for and coordinates delivery of the class, checking off attendees, collecting evaluation sheets, closing up class, and updating database with names of employees completing the class. Manages training database and produces statistics and reports. Assists in developing PowerPoint or other media presentations. May conduct selected training, such as benefits orientation or New Employee Orientation Tour.

Other

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in an office setting. Operates personal computer and other related office equipment. Travels to work locations throughout the County. Transports and sets up training equipment and materials, including refreshments. May require occasional evening or weekend work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of standard office practices and procedures; equipment and its application to the area of assignment. Includes, but is not limited to, multiple-line telephone operation, document filing, and the use of a personal computer and related software.

Knowledge of Internet and Intranet technology.

Ability to use software applications to include Microsoft Office products, and the ability to quickly learn other software and use them in conducting work.

Ability to provide outstanding customer service.

Ability to write clearly, concisely and use correct grammar, spelling and punctuation.

Ability to perform work accurately and in accordance with standard procedures.

Ability to manage processes, multiple priorities and work under pressure.

Ability to make independent decisions and resolve problems in accordance with established policies and procedures.

Ability to establish and maintain effective working relationships with employees and the public.

Ability to maintain confidentiality of information.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, and considerable experience in general office work including customer service work required. Supplemental college course in public administration, human resource management, or a related field are a plus.

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Human Resource Assistant Position Number: 552
Department: Human Resources Division: _____

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. Strength: The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift			✓				✓		
Push/Pull									
Hold/Carry			✓				✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. Climbing: To move up or mount by using the hands or feet.

- | <u>Ladders</u> | <u>Stairways</u> | <u>Steps</u> |
|---|---|---|
| <input type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function |

3. Ability to Stand, Sit, Walk, and Run:

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit			✓					✓	
Walk		✓						✓	
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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