

## HUMAN RESOURCES ASSISTANT I/II HUMAN RESOURCES SPECIALIST

### DEFINITION

Under general supervision, performs a variety of specialized and complex office administrative duties within the City's Human Resources Department; provides advanced office support to various Human Resources functions including, but not limited to the following specialized areas: Recruitment/selection, personnel actions/position control, classification/compensation, benefits administration, labor relations, risk management and general administration; provide receptionist duties, customer service to the public and internal customers; assists with projects and special assignments as requested by professional and management staff; and performs related work as assigned. The complexity of assignments shall increase as the incumbent progresses from one level in the series to another.

### CLASS CHARACTERISTICS

This is a deep class in which incumbents may be assigned to any level, provided they possess the required education, license(s)/certificate(s), experience, and successfully demonstrate proficiency that meets the qualifications for the class to which they are to be assigned. Incumbents may be advanced to the Human Resources Specialist classification depending upon the needs of the department and after successfully completing the Office Support Certificate Program. Such assignments and advancements shall be at the discretion of the department head.

Human Resources Assistant I is the entry-level class of this series providing specialized administrative office assistance in support of human resources operations and functions. Incumbents develop knowledge of human resource-related policies, practices, procedures, and activities, and perform work with some independent judgment and authority within well-defined procedural guidelines.

Human Resources Assistant II is the journey-level class in this series, fully competent to independently perform a variety of human resources operations and functions. This class is distinguished from Human Resources Specialist which performs the most complex specialist office support work in addition to providing generalized office support.

Human Resources Specialist is the specialist level in this series, with responsibilities including the performance of complex or difficult office support work requiring the use of independent judgment or the application of technical or related skills. This class is distinguished from the Human Resources Technician as incumbents in that class perform duties that are highly technical and may involve specific human resources functional areas, requiring applicants to possess knowledge, skills, and abilities in designated human resources areas.

### PRINCIPAL DUTIES (Illustrative Only)

- Assists with recruitment planning and implementation; receives and reviews requisitions; coordinates and schedules meetings; calendars and tracks the status of recruitments.
- Prepares standard advertising; obtains cost quotes; prepares and distributes routine flyers, pamphlets and announcements;

- Assists applicants with process-related questions; may do preliminary screening of some applications, sends correspondence to applicants.
- Prepares for oral and written examinations and related arrangements; helps monitor written examinations, and assists the examination proctor as needed.
- Sends various notification letters to panel members and candidates; coordinates schedules and arrangements; prepares packets; may administer various testing processes.
- Responds to routine requests; prepares information and participates in job fairs as assigned; may assist the public and others with questions.
- Assists with amending documents; gathers information; processes and submits reports for agendas and tracks project status and approvals.
- Receives and logs employee health-related benefits enrollment and change documents; maintains employee benefits data by entering new enrollments and/or changes into the benefits system database as assigned; notifies insurance carriers, Third Party Administrators (TPA's), and other benefit providers/administrators regarding new employee/dependent enrollments and status changes; reviews and audits benefit provider enrollment reports and reconciles to the Human Resources database; identifies enrollment status errors and notifies providers of needed corrections.
- Reports enrollment information and changes to retirement administrator; reports eligible applicants for Consolidated Omnibus Budget Reconciliation Act (COBRA) enrollment.
- Calculates appropriate benefits-related fees and premium payments; initiates accounts payable documents to generate payments.
- Receives, processes, and deposits benefits-related payments; examines, reconciles and balances remittance reports.
- Operates a personal computer and other standard office equipment; updates HR website and social media pages i.e. Facebook, Twitter, and LinkedIn.
- Performs specialized financial, accounting or statistical office support; creates and updates spreadsheets; audits and reconciles statistical reports; maintains ledgers and balance sheets; arithmetic, financial or statistical calculations.
- May be the lead worker on projects or special assignments; may have other lead worker assignments on a relief basis.
- Provides assistance to city staff and the general public by telephone or in person, regarding personnel matters; policies and procedures; and solves problems successfully in a manner that creates positive outcomes.
- Performs office support activities such as opening and distributing mail, processing outgoing mail, ordering and picking up office supplies.

### MINIMUM QUALIFICATIONS

#### Education/Experience:

Human Resources Assistant I: Possession of a high school diploma or GED certificate. Incumbents may advance to the Human Resources Assistant II level after successfully completing a one-year probationary period and demonstrating proficiency which meets the qualifications of the higher level class.

Human Resources Assistant II: Possession of a high school diploma or GED certificate and one year of general clerical or office assistant experience equivalent to the City's class of Human Resources Assistant I. Incumbents may advance to the Human Resources Specialist level after successfully completing a one-year probationary period and two additional years at the Human Resources Assistant II level. Such assignments and advancements shall be at the discretion of the department head.

Human Resources Specialist: Possession of a high school diploma or GED certificate and three years of journey-level clerical or office administrative experience equivalent to the City's class of Human Resources Assistant II.

Special Requirements:

- Incumbents in either the Human Resources Assistant I or Human Resources Assistant II level may enroll in the Office Support Certificate Program. Completion of the program must occur as a condition of advancement.
- Newly hired Human Resources Specialists will be required to enroll in the City's Office Support Certificate Program and will be expected to complete the course within three years of the date of hire as a condition of continued employment.

Other Requirements:

- Some positions require possession of a valid California driver's license.
- Human Resources Assistant I/II must possess a valid (two years old or less) typing certificate for at least 45 net words per minute from a recognized organization.
- Human Resources Specialist must possess a valid (two years old or less) typing certificate for at least 50 net words per minute from a recognized organization.

Knowledge of:

- Advanced office practices and procedures including complex record keeping, business document preparation and customer service;
- Operation of standard office equipment;
- Basic methods of administrative research, data collection and reporting; basic statistical concepts and methods;
- Basic policies and procedures related to public sector human resources work;
- Correct English usage, including spelling, grammar, punctuation, and vocabulary;
- Basic arithmetic, including percentages and decimals;
- Principles and practices of employee leadership including work planning, delegation, scheduling, and training;
- Confidentiality as it applies to the human resources environment;
- Computer software and specialized applications used in personnel administration, including databases, spreadsheets and word processing; and
- Receptionist and telephone techniques.

Skill in:

- Reading, understanding and applying complex rules, regulations and laws;
- Understanding and implementing oral and written instructions;
- Learning and retaining a substantial amount of factual material;
- Communicating clearly and effectively, both orally and in writing;
- Organizing, researching and maintaining office records;
- Independently composing correspondence and other documents;
- Collecting, compiling, comparing, and reconciling data; preparing reports and correspondence;
- Performing arithmetical computations and basic statistical manipulations;
- Interpreting and editing written materials;
- Operating a variety of office equipment, including computers;
- Using initiative and sound independent judgment within established guidelines;
- Organizing and prioritizing work; meeting critical deadlines; following up on assignments;
- Establishing and maintaining effective working relationships with those contacted in the course of the work; and
- Leading the work of subordinate staff on a project or relief basis; training other staff in work procedures.

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional standing and walking for long periods of time;
- Lifting - Occasional lifting of 30 pounds or less;
- Vision - Constant use of overall visual capabilities; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity - Frequent holding, grasping, repetitive motion and writing;
- Hearing/Talking - Constant hearing and talking of normal speech, frequently over noise, in person, by telephone, and in group settings;
- Special Requirements - May require weekend or evening work;
- Emotional/Psychological - Constant concentration; frequent public contact; occasional to moderate working alone;
- Environmental Conditions - Occasional to frequent exposure to noise, outdoor conditions and;
- Working Conditions - Typically moderately quiet, but may be loud at times.

APPROVED:

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TERESIA ZADROGA-HAASE  
DIRECTOR OF HUMAN RESOURCES

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