



CLASSIFICATION NO. 086

Established: 1/93

Revised: 12/07

FLSA: Non-Exempt

EEO: 5

HUMAN RESOURCES ASSISTANT

CLASS CHARACTERISTICS

Under general supervision, to perform routine para-professional, technical and administrative assignments in human resources administration; to gather and compile data; to prepare, record and maintain human resources records; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides human resources services to all County departments, including employee recruitment and selection, personnel ordinance and policy administration, employee relations, diversity, position classification and compensation, organizational development, employee training and development, workforce planning, benefits administration, employee wellness, risk management, workers' compensation, liability and casualty claims management, human resources business systems, labor relations and collective bargaining.

The Human Resources Assistant is a para-professional classification. Incumbents provide administrative support to professional staff and assist with routine tasks in one or more of the specialized human resources functions.

The Human Resources Assistant differs from the Human Resources Specialist, which performs entry-level professional human resources assignments. It also differs from clerical classifications which perform administrative support activities of a clerical rather than para-professional nature.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Processes employment, benefits, liability and/or claims related forms; reviews documents for accuracy, completeness and compliance with the County Personnel Ordinance, department procedures and contract provisions; refers policy questions and unusual or complex issues to higher level staff.
2. Responds to routine inquiries from employees, applicants, professional staff, union officials, representatives of other agencies or service providers, and the public; provides information on salary and employment histories, salary grades, classification specifications, County benefit programs, fiscal data and other routine information; explains department procedures and resolves procedural problems.
3. Researches, compiles, organizes and reviews data to verify facts, resolve discrepancies, or provide statistical information in an investigative study or project; prepares regular and

periodic reports to assist in the evaluation of operations and services or to document compliance; prepares findings for higher level staff; creates and maintains computerized data bases and spreadsheets in support of various human resources functions.

4. Responds to routine requests for information about department programs and processes; prepares and distributes information to employees and the public; assists in preparing, coordinating and presenting employee orientation/training programs; revises training materials; assists employees and the public with completion of employment, benefits and claims related forms; ensures all forms are received and are complete and accurate.
5. Under the direction of a Human Resources Analyst or Human Resources Manager; conducts standardized applicant testing; uploads applicant information into recruitment database; utilizes recruitment database to run queries based on department requirements; prepares applicant correspondence and reports; acts as department liaison with selecting officials.
6. Prepares and reviews payroll, benefits and personnel documents for compliance with department procedures and County policies; coordinates with County departments and employees to ensure the accurate completion of employment forms, such as personnel actions, benefits enrollments and claims; performs data entry and retrieval using the County's human resources information system (HRIS).
7. Administers routine vehicle related claims and coordinates preparation and receipt of claims related documentation.
8. Assists in the administration of the employee benefits and risk management programs; provides individual counseling and guidance to employees and retirees on deferred compensation, family medical leave and medical, dental, life and disability insurance and claims; prepares and presents employee benefits orientations and related trainings; researches, analyzes and reports on benefit plans, premiums, employee participation and claims statistics; calculates payments to providers and employees.
9. Acts as department liaison for advertising and printing matters; proof, correct and prepare advertisements placed in newspapers, television and websites.
10. Provides administrative support to financial operations of department; reconciles routine employee benefit premium bills and makes adjustments in employee records as needed; verifies and pays department bills; monitors departmental budget and expenditures and identifies discrepancies; prepares budget adjustments as directed; gathers data for annual audits.
11. Prepares and maintains documents, forms, letters, records, logs and files; maintains office supply inventory.

KNOWLEDGE AND SKILLS

Working knowledge of: Basic research techniques, procedures and methods; principles and techniques of record keeping; basic English composition, spelling and grammar; office practices, procedures and techniques; human resource information software; word processing and spreadsheet software; math, including statistical calculations; techniques of customer

service; research techniques and procedures; basic techniques of insurance and claims administration.

Some knowledge of: Basic principles and practices of human resources administration; federal, state and local statutes, regulations, rules, policies and procedures, duties and responsibilities relating to assigned functional area.

Skill to: Comprehend and utilize complex forms, documents, and technical language; interpret and apply relevant provisions of applicable laws and policies; communicate effectively, both orally and in writing; establish and maintain effective working relationships with County employees and officials, representatives of outside agencies, service providers, and the public; apply basic statistical methods to research and administrative assignments; collect, compile, organize and summarize data; operate office equipment, including personal computers and software applications.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

OTHER INFORMATION

Incumbents in the Human Resources Assistant classification may advance to open positions in the Human Resources Specialist classification through the promotional appraisal process. Possession of the required knowledge, skills and abilities must be documented in an approved promotional evaluation.

Edited: 3/17