

**City of San Rafael
Job Class Specification**

Job Title: Human Resources Assistant

DEFINITION:

Under the direction of the Human Resources Director or other higher level HR staff, the Human Resources Assistant performs a variety of administrative and clerical duties in support of the Human Resources Department in areas such as data entry, Human Resources Information Systems (HRIS), benefits, recruitment and selection, and file management. This position interacts frequently with employees and the public and exercises tact and discretion when dealing with issues of a confidential or sensitive nature.

EXAMPLES OF DUTIES:

- Provide customer service and respond to general inquiries regarding Human Resources operations from citizens, employees, and job applicants in person, on the telephone, and via e-mail.
- Process employment transactions including Personnel Action Forms, enter data into the human resources database, and prepare documents for the bi-monthly payroll.
- Establish, update, and maintain departmental records, files, and databases, while preserving confidentiality.
- Maintain personnel files, contract and vendor files, and assist with records management and retention.
- Type, proofread, and process a variety of documents including general correspondence, forms, memos, charts, and specialized documents, draft notes, or brief instructions.
- Compile information and data for financial reports; check and tabulate data; prepare simple financial reports; and maintain a variety of financial records.
- Assist with the coordination of recruitments, including posting recruitment flyers, uploading job announcements on-line, entering applicant data into applicant tracking database, responding to questions about recruitment and testing processes, sending notices to candidates, scheduling written exams and oral board interviews, preparing oral board and other testing materials, and scheduling testing appointments.
- Maintain the Human Resources general voicemail, inboxes, and Outlook calendars.
- Update Employee website and general HR webpage.
- Open, sort, screen, and distribute Human Resources mail.
- Send standard correspondence to employees, including citywide memorandums and notices.
- Coordinate training for City staff, including scheduling training, preparing and distributing announcements, tracking attendance, and setting up training site with materials and refreshments when needed.
- Process benefit enrollments and changes in City's financial system and benefit vendor websites.
- Maintain departmental operating supplies and process purchase orders.
- Manage and reconcile invoices and ensure timely payments for services and goods related to the Human Resources Department.
- Process reimbursements for training.
- Maintain compliance posters in all areas posted within the City.

- Respond to requests for verification of employment.
- Assist with the coordination of Human Resources events.
- Perform other duties as assigned.

SUPERVISION RECEIVED

Receives supervision from the Human Resources Director or other higher level HR staff. Exercises no supervision.

TYPICAL QUALIFICATIONS

Knowledge of:

- Basic knowledge of office practices and procedures related to recruitment and selection, file management, and benefits administration.
- Modern office procedures, methods, and equipment including computers and applicable computer applications.
- Basic functions and structure of municipal government.
- Principles and practices of effective customer service.
- Methods and techniques of proper phone etiquette.
- English vocabulary, including spelling, grammar, and punctuation.
- Basic business arithmetic.
- Business letter writing formats.

Ability to:

- Perform a variety of clerical duties and activities of a general and specialized nature in support of the Human Resources Department.
- Maintain accurate, confidential, and complete employee records; implement and maintain standard filing systems.
- Prepare basic reports.
- Operate office equipment, including computers, word processing programs, spreadsheets, Human Resources Information Systems (HRIS), applicant tracking software (ATS), and other database applications.
- Type and enter data at a speed necessary for successful job performance.
- Make simple mathematical calculations accurately.
- Deal successfully with the public, in person and over the telephone.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work effectively, with frequent interruptions and a high degree of public contact.
- Maintain professionalism, courtesy, and composure at all times, including stressful situations.
- Communicate effectively, both orally and in writing.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

- Two Years of general office experience involving extensive customer service.

Education:

- Equivalent to the completion of the twelfth grade.
- Completion of some college level coursework or certification is desired.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide using whole numbers.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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 frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.