

CITY OF SAN JUAN CAPISTRANO

HUMAN RESOURCES ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a wide variety of complex administrative, technical, and secretarial support to the Human Resources Division and assist in coordinating human resources services with all City Departments; to provide information and assistance with employment, compensation, training, and employee benefit programs; respond to basic questions concerning administrative procedures; to support the Human Resources Manager in the day-to-day administrative duties in the Human Resources Division and to be a resource to employees.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Human Resources Manager.

ESSENTIAL FUNCTION STATEMENTS . *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Maintains tracking system for personnel transactions to ensure timeliness of employee performance evaluations, merit increases, salary adjustments, promotions, and all changes to employee information.
2. Researches and analyzes employee anniversary dates and compensation for accuracy; compiles and updates Human Resources information System; maintains and updates personnel, benefit, worker's compensation, and tuition reimbursement files.
3. Assists in coordinating the recruitment process for open positions; explains policies and procedures to applicants; maintains applicant tracking systems; prepares and sends out recruitment material, schedules interviews, arranges notebooks, prepares notifications to applicants, and sets up oral boards; prepares and maintains eligibility lists.
4. Process new hires and separations of employees; tracks pre-employment and background check results; notifies departments of clearance; schedules and prepares new employee orientation packets; processes all required documents and forms for new and terminated employees.
5. Reviews and prepares division invoices which may include medical, benefits, Department of Justice, and training invoices; resolves billing discrepancies; ensures correct account numbers are utilized and appropriate funds are available for payment; processes invoices in a timely manner; and maintains files for all division invoices.
6. Assists with coordinating mandatory training and employee meetings for City employees; schedules conference room to include appropriate set-up/equipment, and required materials; tracks employee attendance and maintains sign-in sheets and certificates.
7. Tracks, verifies eligibility, and processes payment for Recognition Bonuses, specific certificates and licenses, years of service, Carpool/Rideshare program, pants/work allowances, and Tuition Reimbursement program.
8. Types and proofreads a wide variety of reports, letters, memoranda, employee newsletter, training and benefit related materials, and statistical charts; types from rough draft or verbal instruction; independently composes correspondence.
9. Inputs confidential personnel data into databases as appropriate and updates/maintains database and other records.

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10. Provides information and forms to employees and the public as needed; applies departmental policies and procedures in determining completeness of applications, forms, records and reports.
11. Assists in the administration and implementation of the employee benefit program, including the City's workers' compensation, health, life, disability and retirement benefits, and the processing of all claims; prepare opens enrollment packets; and updates rate changes.
12. Interprets personnel policies and procedures; provides assistance and advice to employees and supervisors in accordance with City Personnel Rules and Regulations, Memoranda of Understanding, health benefit programs, and the Family Medical Leave Act.
13. Maintains and revises the Human Resources filing system. Maintains the confidentiality of personnel records.
14. Gathers, records and provides data for use in wage/compensation surveys and personnel reports/summaries as appropriate.
15. Receives and checks a variety of forms, requests and enrollment documents for accuracy, appropriate signatures and overall completion. Provides assistance to employees completing benefit plan documents.
16. Operates and maintains a variety of office equipment which may include copiers, facsimile machine, postage meter and computer; inputs and retrieves data and text; organizes and maintains disk storage and filing.
17. Assists in budget preparation and tracking.
18. Receives and distributes incoming or outgoing mail.
19. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of assigned department.
Methods and techniques of effective customer service.
Modern office procedures, methods and computer equipment.
Principles of business letter writing and basic report preparation.
Principles and procedures of filing and record keeping.
English usage, spelling, grammar and punctuation.
Basic mathematical principles.

Skill in:

Performing a variety of administrative support functions.
Interpreting, explaining and enforcing applicable policies and procedures.
Performing responsible and difficult multi-task secretarial work involving the use of independent judgment, flexibility, attention to detail, and personal initiative.
Independently preparing correspondence and memoranda.
Typing at a speed necessary for successful job performance.
Working independently in the absence of supervision.
Operating office equipment including computers and supporting word processing and spreadsheet applications.

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Skill in (Continued):

Maintaining accurate and complete records and files.
Handling confidential information.
Responding to requests and inquiries from the general public.
Working cooperatively with other departments, City officials and outside agencies.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

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

Experience:

Three years of human resources experience, preferably with employee benefits and worker's compensation in the public sector.

Training:

Equivalent to the completion of the twelfth grade. An Associates Degree or a Certificate in Human Resources is desirable.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential functions require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; visual acuity for reading a variety of documents.