



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Human Resources Assistant

Department: Human Resources

Reports to: Human Resources Director

Pay Grade: H10

Date Established: 5/2014

Date Revised: 3/2017

FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Human Resources Assistant provides administrative assistance and support in the implementation of human resources programs in such areas as processing payroll changes for all City employees, operating the HRMIS, preparing and completing reports, maintaining official personnel records and medical records, and explaining HR programs and procedures. The job serves as the first contact for the Human Resources Department, answering calls and greeting walk-in customers. The job makes recommendations for and maintains the Work Study program for all departments, manages the City's education reimbursement program, responds to mail, e-mail and telephone inquiries, and assists HR staff on special projects.

The Human Resources Assistant requires a high school diploma or GED, and two years' office experience with at least one year in human resource administration. The job requires excellent communication and public contact skills, knowledge of and the ability to explain HR functions and policies, attention to accuracy and detail, and computer and related software skills. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work is conducted in a general office environment with stable temperatures and a moderate level of noise.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Generates, receives and processes all personnel actions; assists department directors with personnel actions to ensure timely consideration for pay increases, promotions, re-classifications, or other status issues; provides information to employees and the public regarding human resources programs, policies and procedures; reviews submitted action documentation for accuracy and enters data into HRMIS.

Assists new employees with completion of orientation paperwork; examines for completion and accuracy; reviews, enters data and submits insurance forms and other orientation paperwork; responds to employee questions with regard to eligibility and participation requirements; conducts driver's license checks and makes recommendations based on driving record.

Maintains HR Suite by adding and activating employees, reviewing reports, entering timesheet information, makes corrections, reviews and compares information to conform to union contracts. Explains pay-related policies and Family Medical Leave Act.

Creates and maintains human resource records; maintains files containing applications, resumes, certification documents and related materials; maintains and monitors status changes; adheres to regulations and completes I-9's and W-4's; completes other required reports for the City and State.

Oversees the Work Study program including advertising, reporting new hires, requesting and monitoring funds and student hours, corresponding with city supervisors regarding the process of hiring a student, and supervises the Human Resources Work Study students.

Assists with recruitment and selection by scheduling interviews, receiving and processing job applications and screening for completeness; providing notice to unsuccessful applicants; maintaining recruitment files; creates and maintains "certified" list of eligible applicants per civil service rules. Assists in preparing and completing various surveys and reports as needed; processes employment verifications.

Assists the public and employees on a day-to-day basis in the office or on the telephone; responds to questions and provides information regarding personnel practices, policies and procedures; prepares and disseminates various notifications to employees such as special holidays, blood drive, special meetings, etc. Performs various office maintenance functions; monitors supplies, orders and restocks office supply inventory.

Assists in resolving insurance issues and questions from employees and providers.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Modern office principles and practices;
- Human resources functions and programs;
- Effective communication and customer service techniques;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Exercise initiative and judgment in providing information on HR functions, policies and procedures with general guidance and supervision;
- Maintain accurate records; compile information and prepare reports; analyze transactions to verify accuracy and/or identify problem sources;
- Demonstrate strong customer service principles including issue resolution;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Maintain a professional demeanor at all times;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- Bachelor's degree preferred; or
- Associate with 5 years' office experience; or
- Ten (10) years' office experience.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

The employee is frequently required to stand, walk, sit, bend, operate a computer keyboard or type, handle materials, or reach with hands and arms performing the essential functions of the classification. The duties require sitting for long periods, accessing stored file boxes and file cabinets and moving and organizing physical file materials. The employee must occasionally lift 25pounds. Specific vision abilities required by this classification include close vision, distance vision, depth perception and ability to adjust focus, conduct

research and inspect materials. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions, communicate effectively in person, by telephone or electronic mail. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.