

**HUMAN RESOURCES DEPARTMENT
HUMAN RESOURCES ASSISTANT II**

GENERAL DUTIES: Under direct supervision of the Human Resources Director, perform journey-level clerical and administrative work related to human resources and/or risk management operations. Position may be alternately staffed with the entry-level Human Resources Assistant I position for the purpose of providing cross-training in the various support areas of human resources. This position is designated as a confidential classification in the context of the Myers-Milias- Brown Act.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instruction given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Provide customer service information in response to citizen, employee, and job applicant requests, in a courteous and professional manner.
2. Answer telephone and provide information in response to inquiries, direct calls as needed in a courteous and professional business manner. Make outgoing calls as necessary, including, but not limited to returning calls, request information, and schedule interviews.
3. Establish and maintain a variety of files and official records, some being confidential in nature.
4. Provide administrative support to the Human Resources team as needed.
5. Type letters, reports and other documents including job brochures and advertisements.

6. Communicate with applicants regarding their status in the recruitment and selection processes.
7. Proofread and compare records and reports, and prepare material for computer processing.
8. Track information and update documents such as quarterly report information, risk management claims report.
9. Update job hotline as needed, check daily, and provide requested information to applicants.
10. Provide administrative support for quarterly Accident Review Board/Risk Management Committee meetings as well as quarterly ABAG file review meetings.
11. Gather information from other City staff and/or ABAG regarding liability claims as directed.
12. File and track dates on various insurance certificates and pull insurance certificates as appropriate to support various special event permits.
13. Order office supplies as needed by department staff.
14. Provide administrative support for tuition reimbursement and other employee reimbursement programs.
15. Check Department of Justice (DOJ) website for reports and provide to Director or Analyst for review and direction. Prepare and process DOJ no longer interested forms for employment and volunteer separations.
16. Update employee roster quarterly or as requested.
17. Prepare training certificates and rosters to document training.
18. Design, prepare and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements and arrange for distribution.
19. Establish and maintain a variety of mailing and e-mail lists. Distribute items via these lists as directed.
20. Track timing of employee performance appraisals in computerized systems and send monthly report to department managers.
21. Prepare Human Resources Action Forms for a variety of payroll and personnel actions that need to be documented and processed by payroll.
22. Enter employee data and other related information in to HRIS system.
23. Scan documents and records and save to designated electronic files.
24. Make travel and training arrangements as requested for department staff.

25. Schedule employees for testing such as bilingual testing, Class A driver license medical evaluations, etc.
26. Prepare requests for payments, credit card purchases, and purchase orders.
27. Process and direct incoming and outgoing mail.
28. Make necessary arrangements for meetings.
29. Ensure that lobby area is stocked with applications, forms, and current job flyers.
30. Pick up and/or deliver documents to other offices/agencies/Personnel Commissioners.
31. Prepare packets and binders of materials for new hire orientation processes.
32. May assist with the administration of written tests, agility tests and oral boards.
33. Provide administrative support related to the monthly Personnel Commission meetings. May attend evening Personnel Commission meetings as directed and may record and prepare summary minutes. May forward pertinent information to Department staff.
34. Develop checklists for various assigned duties and provide, or participate in, cross training as needed to other staff members.
35. May utilize specialized software programs.
36. Participate in training and enrichment programs.
37. Perform related tasks as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Alphabetize and file material.
2. Use a variety of office machines and software programs.
3. Establish and maintain record keeping and filing systems.
4. Schedule appointments for department staff.

KNOWLEDGE: Knowledge of:

1. Office practices and procedures, filing systems.
2. Correct English usage, grammar, spelling and punctuation.
3. Basic arithmetic.
4. Report and letter writing.
5. Customer service techniques.
6. Word processing, e-mail/calendaring, and spreadsheet software such as Word, Outlook, and Excel.
7. Rules, regulations, laws and practices on privacy, confidentiality and disclosure as applied to personnel records.

ABILITIES: Ability to:

1. Communicate effectively, both orally and in writing.
2. Establish and maintain effective working relationships with co-workers, supervisor and the general public.
3. Follow oral and written instructions.
4. Receive, interpret, and process confidential/sensitive information.
5. Organize and prioritize workload effectively to meet deadlines.
6. Compose letters and reports with minimal supervision.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Postage meter and scale
9. Lettering machine
10. Dictation/transcription equipment
11. Binding machine
12. Microfiche reader

13. Digital camera
14. Paper shredder
15. Paper cutter
16. Computer scanner
17. Specialized computer software
18. Automobile

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time while working at a computer or attending meetings.
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, paper cutter, camera, radio, or automobile.

1. Seeing
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, and radios.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment

Field Conditions:

1. **Outdoors:** Typical outdoor conditions during recruitment testing or when attending training, less than 5% of the time.
2. **Travel:** Varying conditions in an automobile, less than 5% of the time.
3. **Flooring:** Asphalt, grass, dirt, and uneven surfaces at the test site.
4. **Noise Level:** Varying low to high equipment noise at testing sites like the Fire station and Corporation Yard.
5. **Lighting:** Normal outdoor conditions, and also exposure to extreme weather conditions.
6. **Ventilation:** Heating and air conditioning provide by vehicle and outdoor equipment.
7. **Dust:** Normal, outdoor levels to high outdoor levels associated with recruitment activities.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards, especially when utilizing a vehicle.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office or field environment. Typical office related-exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. A minimum of 2-1/2 years in the position of Human Resources Assistant I and strong experience with word processing and spreadsheet software.
2. Keyboard at least 45 net words per minute.
3. Pass a post-offer medical examination, which includes a drug test for employment.
4. Must have a "Meets Standards" or better on performance evaluations on file.
5. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicles.
6. Pass a Department of Justice criminal record check for employment.
7. Prefer non-tobacco user.