

SANTA CRUZ COUNTY OFFICE OF EDUCATION

HUMAN RESOURCES ASSISTANT

DEFINITION

Under general supervision, to perform a variety of general secretarial and clerical support duties in support of human resources; to provide word processing and data entry support; and to provide general information pertaining to policy and procedures and assistance to staff, faculty, and the general public.

SUPERVISION EXERCISED

Exercise no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Receive calls and visitors; respond to general complaints and requests for information from the faculty, staff, and the general public; interpret basic human resource services, policies, rules, and regulations in response to inquiries and complaints; assist in the resolution of concerns and complaints; refer inquiries to appropriate staff; route calls and take messages as appropriate.

Perform responsible secretarial and clerical duties in support of assigned office; type and proofread a wide variety of reports, letters, and memoranda from rough draft, verbal instructions or transcribing machine recordings using various software applications; may compose routine letters and reports as assigned.

Make and receive calls for CalSTRS appointments.

Schedule and fingerprint internal and external clients; analyze and interpret incoming documents for appropriate level of clearance and fee structure.

Prepare recruitment files; mail out recruitment notices; accept applications for employment; record applications in proper categories; and maintain applications in proper files.

Notify candidates of test scores and/or results; schedule interviews, and explain written examination procedures.

Process basic required paperwork for new employees; schedule physical examinations; and fingerprint new employees.

Maintain confidential information.

Arrange and schedule a variety of meetings; notify participants; confirm dates and times; reserve conference sites; prepare appropriate materials.

Maintain accurate and detailed calendar of events, due dates, and schedules as they relate to assigned programs.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Maintain personnel records; employee evaluations; personnel transactions, EEO information; and selected employee information including transfers, changes of status and increment prepare summary reports.

Receive, open, review, sort, date stamp, and distribute office mail; prepare written responses as directed.

Maintain a complete set of record keeping systems including logs, calendars, chronological records, forms, and reports to ensure accuracy and easy retrieval; maintain and update resource materials; maintain mailing lists.

Participate in maintaining supply levels; order, store, and issue supplies and materials pertinent to the functions of assigned operational unit.

Prepare packets of information and data-gathering materials for assigned program area; duplicate, collate, and distribute materials.

Attend meetings as assigned; record, transcribe, and distribute minutes and other documents as directed.

Operate standard office machines and equipment including word processors, printers, copiers, calculators, and FAX machines.

Attend and participate in staff meetings and in-services activities; attend workshops, conferences, and classes to increase professional knowledge.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern office procedures, methods, and equipment including computer equipment.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of basic business letter writing and report preparation.

Principles and procedures of record keeping; practices used in minute taking and preparation.

Principles and techniques used in dealing with the public.

Word processing methods, techniques, and programs.

Basic mathematical principles.

Skill and Ability to:

Operate modern office equipment including computer equipment; type at a speed necessary for successful job performance.

Maintain confidential information.

Learn the procedures, functions, and limitations of human resources.

Learn, interpret, and apply pertinent employment federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Perform responsible secretarial and clerical work with accuracy, speed, and minimal supervision.

Work under direct supervision within a well defined framework of standard policies and procedures.

Understand the organization and operation of the assigned department and the County Office necessary to assume assigned responsibilities.

Respond to requests and inquiries from the general public.

Maintain complete records and files for the Personnel Commission, as well as for human resources.

Perform mathematical computations quickly and accurately.

Compile and tabulate data and information.

Prepare summaries and reports.

Plan and organize work to meet schedules and timelines.

Understand and follow oral and written instructions.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Equivalent to completion of the twelfth grade. General secretarial training and/or human resources course work.

Experience:

One year of responsible secretarial experience; preferably in a human resources environment.

SPECIAL REQUIREMENTS

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 essential functions. Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Approval Date: May, 1996

Revised Date: May, 2016