

## **HUMAN RESOURCES ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a paraprofessional position in a municipal personnel office working under the general supervision of a higher level position. The incumbent of this position is required to perform responsible and complex duties requiring a high degree of accuracy. The work involves constant public contact, often dealing with sensitive and complex problems related to personnel functions such as hiring, firing and equal employment opportunities. The position is distinguished from clerical positions in that the incumbent would be expected to learn, apply and answer questions concerning the more routine aspects of the various laws, rules, policies and procedures of a municipal personnel office. Complex decisions requiring in depth analysis of those laws, rules, policies and procedures are left to the professional in charge to answer. Supervision may be exercised over subordinate clerical help.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level titles in this series. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Completes and processes various forms, documents and reports related to personnel department procedures;
2. Answers routine questions from all sources regarding employment policies, practices, opportunities, procedures, rights, benefits and obligations of employees and prospective employees;
3. Collects data regarding appointments, promotions, terminations, layoffs, pay rates, etc., and posts such data to appropriate forms and documents;
4. Conducts correspondence related to assigned duties;
5. Reviews personnel transactions for appropriateness and refers possible and actual problems to supervisor;
6. Assists in the civil service examination process, including test administration and eligible list preparation and monitoring;
7. Types letters, memos and other correspondence as assigned by a supervisor;
8. Maintains complex files and records;
9. Provides orientation to new employees regarding benefits, rights and obligations;
10. Reviews payrolls for purposes of payroll certification;
11. May compute averages and percentages related to applications, appointments, promotions, etc;
12. May review routine applications for approval, referring complex decisions to supervisor;
13. May answer questions concerning Health Insurance, Unemployment Insurance, Retirement Benefits, and other employee benefits;
14. May prepare and issue recruitment announcements and press releases;
15. Completes special projects as assigned;

**HUMAN RESOURCES ASSISTANT (Cont'd)**

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of modern office terminology, practices and procedures;
- Good knowledge of business English and basic mathematics;
- Ability to learn the laws, rules and policies and procedures of a municipal personnel office, including basic personnel administration related to the interpretation of salary plans, leave benefits, employee benefit determination per labor contracts and established departmental policies and civil service law as applied to appointment and service in the public sector;
- Ability to operate a personal computer and utilize a variety of word processing and specialized personnel/payroll software programs;
- Ability to establish interpersonal relationships;
- Ability to communicate effectively both orally and in writing;
- Ability to follow complex oral and written directions;
- Ability to deal with persons from a variety of socioeconomic backgrounds, especially in potentially volatile situations;
- Ability to maintain complex and confidential records and files;
- Sensitivity to the economic and employment difficulties of the labor market;
- Personal characteristics necessary to perform the duties of the position;
- Physical condition commensurate with the demands of the position;

**MINIMUM QUALIFICATIONS:**

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Business, Communications, Human Resources or related field.

**SPECIAL REQUIREMENT:**

Possession of a New York State Driver License at time of appointment.

PN0301

ADOPTED: 03/01/77

REVISED: 04/24/79      01/17/84      11/25/87      11/29/88      01/31/91  
07/01/91      03/29/04      06/18/08      1/11/13 (formerly Personnel Assistant)  
07/12/13      10/30/17