HUMAN RESOURCES ASSISTANT

1319

GENERAL DESCRIPTION OF CLASS

The HUMAN RESOURCES ASSISTANT gives technical-level administrative support to human resources professionals. Employees do procedural and administrative processing in the areas of employee classification and compensation, recruitment and selection, personnel action processing and record keeping.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

The Human Resources Assistant is a journey and technical-level class. It is responsible for performing routine technical and administrative tasks that are repetitive and similar in nature. The work requires the application of human resource management processes and procedures. Tasks are unrelated, involve multiple steps, and often completed in accord with applicable collective bargaining agreements.

The lack of responsibility for doing professional level work requiring the application and interpretation of Human Resources theory and principles distinguishes this class from the Human Resources Analyst series.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1. Technical-Administrative Support

Explain human resource procedures and program guidelines to supervisors and employees regarding collective bargaining agreements, grievance procedures, personnel laws, rules and regulations, and benefits. Compile Human Resource related reports. Coordinate Position Inventory Control System (PICS) and information for reclassification packages with agency human resource analysts or budget officers; distribute position management reports. Monitor and track FMLA and OFLA leave usage. Explain timekeeping and record keeping procedures. Respond to employee-related requests for information such as employment verification, calculation of service credits, and unemployment claim forms.

2. Records Coordination

Verify information on personnel action requests; enter and update personnel action information on a centralized position and personnel database system. Track and update employee leave and service credits. Maintain employee personnel files and other employee-related paper records. Oversee processing and retention of agency personnel files and records according to the State Archivist rules. Manage and track the processing of personnel actions. Research and retrieve employee data from PPDB system. Schedule or complete initial orientation for new employees and obtain signatures on necessary forms. Administer annual open enrollment benefit program for employees, and process employee benefit registration or enrollment forms. Notify employees of Public Employees' Retirement System (PERS) membership. Provide information on deferred compensation program.

3. Recruitment

Enter and update recruitment or employment data on a centralized applicant certification database system. Retrieve and distribute Certificates of Eligibles from the database system. Evaluate job application information for minimum qualifications, and accept or reject. Score simple or routine applicant examinations according to set criteria. Verify references and background information. Explain agency policies and procedures regarding promotion, demotion, transfer, position salary, examinations, and job application process. Explain minimum qualification requirements to potential applicants. Explain application scoring and rejection decisions to applicants. Develop and distribute routine recruitment announcements.

RELATIONSHIP WITH OTHERS

Employees in this class are in regular contact by telephone or in person with all levels of agency staff to provide information and answer questions, and with the public to answer questions about job openings and the job application process. Employees also contact the Department of Administrative Services by telephone to obtain information on procedures, regulations, and benefits; and to resolve computer problems.

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior who assigns and reviews the work through informal conferences or as problems occur. The supervisor reviews completed work as needed for accuracy and timeliness. Employees follow specific procedures and guidelines such as the Human Resource Services Division Rules and Policy Manual, personnel action manual, benefit board rules, State Archivist rules, agency policy, relevant collective bargaining agreements, and computer users' manuals.

KNOWLEDGE AND SKILLS (KS)

General knowledge of:

Office practices and procedures and the typical computer applications to organize record-keeping systems.
Research techniques and typical software applications used to collect, analyze and report statistical information such as database, spread sheet and word processing applications.

Skill to:

Develop office procedures to process information efficiently.
Operate a desktop computer and associated software applications to collect and analyze data in a statistical format, enter or retrieve information, and create documents and reports.
General mathematics: addition, subtraction, multiplication, division, and computing percentages.
Communicate verbally and in writing with a variety of people to provide information, answer questions, and explain decisions.
Apply policy and procedures to specific situations to process information, decide a course of action or explain processes to others.
Use tact and diplomacy with individuals from diverse backgrounds.
Work independently without direct supervision.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised 1/02

STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division