

## CONTRA COSTA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: HUMAN RESOURCES ASSISTANT II**

### **RANGE: 19**

### **BASIC FUNCTION:**

Under the direction of the assigned supervisor, perform a variety of complex personnel and clerical duties in support of assigned Human Resources programs and functions; process personnel actions and maintain current and accurate employee records and files; provide information and assistance to County Office personnel, job applicants and the general public regarding personnel functions, policies and procedures.

### **DISTINGUISHING CHARACTERISTICS:**

Human Resources Assistant II incumbents perform varied and responsible duties requiring thorough understanding of the Human Resources program. The Human Resources Assistant III classification provides responsible and complex support requiring thorough knowledge of assigned functions in the office such as recruitment and benefits. The Human Resources Assistant I is the entry-level classification in the series. Incumbents perform general clerical support and assist applicants in fingerprinting activities.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Perform a variety of complex personnel and clerical duties in support of assigned Human Resources programs and functions ranging from routine to complex time sensitive tasks related to recruitment, hiring, payroll and employee data, with frequent interruptions.

Process a variety of forms and applications; assist personnel and applicants with completing paperwork.

Receive and process personnel actions related to changes, movement or adjustments in positions for County Office personnel; receive and log change requests related to staff movement; prepare and maintain records and reports related to movement of staff.

Provide information and customer service assistance to County Office personnel, job applicants and the general public regarding assigned personnel functions; respond to inquiries and provide information concerning related standards, requirements, policies and procedures.

Compile information and establish, audit and maintain a variety of personnel files and records according to established policies and procedures; input a variety of personnel data into an assigned computer system; maintain automated records and generate reports as assigned.

Coordinate and prepare benefits packets and pre-employment paperwork for specialized programs according to established procedures.

**June 2013**

Maintain records related to employee attendance including leaves and longevity as assigned; receive and respond to questions regarding employee vacation/sick leave; monitor vacation/sick leave, prepare related reports and submit to payroll; notify payroll regarding amount of longevity payouts and sick/vacation pay accrued to assure correct payout for employees leaving the County Office.

Monitor resident alien's (RAs) paperwork for expirations; notify RAs as expiration date according to established time lines.

Read, interpret, and explain labor bargaining agreement language.

Maintain and update the assignment board for management for staffing and hiring meetings.

Provide support in other human resources activities including participating in interviews, orientation of new employees, maintaining web site information related to personnel, and setting up equipment for meetings and presentations as requested.

Interact and work closely with payroll staff to ensure that the employee data is reflected accurately in the financial system.

Operate a computer and assigned software; operate a variety of office equipment including a copier, fax machine, scanner, typewriter and others as assigned.

**OTHER DUTIES:**

Attend a variety of meetings, conferences and in-service trainings as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Human Resource office functions, practices and procedures.

Accrual or allotment of sick and vacation time for various County Office jobs.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Oral and written communication skills.

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

Basic math.

Record-keeping techniques.

Time management methods.

**ABILITY TO:**

Perform a variety of general clerical duties in support of assigned Human Resources programs and functions.

Process personnel actions and maintain current and accurate employee records and files.  
Answer telephones and greet visitors courteously.  
Interpret, apply and explain labor bargaining agreements, applicable laws, codes, rules, regulations, policies and procedures.  
Assist employees and applicants with processing various forms.  
Maintain records and files.  
Operate a variety of office equipment including a computer and assigned software.  
Determine appropriate action within clearly defined guidelines.  
Add, subtract, multiply and divide quickly and accurately.  
Understand and follow oral and written instructions.  
Complete work with many interruptions.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Maintain confidentiality of sensitive information.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by college level course work in a related field and two years of increasingly responsible clerical or secretarial experience involving frequent public contact including one year of experience in a human resources office.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Hearing and speaking to exchange information in person and on the telephone.  
Sitting for extended periods of time.  
Bending at the waist, kneeling or crouching to file materials.