

HUMAN RESOURCES ASSISTANT

Job Code	Pay Grade
20108	CL11

Nature of Work

This is technical and para-professional work performing independent personnel administration duties with delegated lead worker responsibility. Assignments include a high level of contact with hiring authorities, employees, applicants, and the general public. Employees in this class perform various personnel administrative tasks, activities, functions, and combinations of human resources' services such as in recruitment, testing, records administration, compensation, benefits, awards, training, volunteer services, informational programs, and other activities. Work is independently performed on routine projects or functions but problems are referred to a supervisor or an appropriate subject matter staff member. This position reports to a Division Director or designee.

Minimum Qualification Requirements

- 3 years experience in personnel administration, benefits administration, business, finance or accounting with at least 1 year of experience in human resources; or
- Possession and maintenance of a certification issued by a recognized national or state professional human resource credentialing organization and 1 year experience in human resources or related field; or
- Associate's degree with major coursework in human resources, personnel administration, business, public administration, benefits administration, finance, or a related field and 1 year of technical or professional experience in a related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualification to an in-line career ladder position (such as Human Resources Associate) within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Communicates with and assist employees, visitors, and the public on human resource matters, policies, and procedures on behalf of the department.
- Meets and deals with employees and the general public concerning requests for information, records, services; resolves requests or inquires, referring select matters to other appropriate entities.
- Serves as the principal general public and employee central point of contact for the human resources on-line applicant registration and employment application system answering inquiries or questions, ensuring quality control, associating applications with registers, maintaining security for the system, and resolving system inquiries and applicant related problems.
- Instructs employees and the public about human resource job opportunities, benefits, services, functions, organizations and provides available written instructions, reference materials, and supplies.
- Participates in recruitment activities such as placing recruiting ads, screening applicants, coding applications, coordinating testing, assembling and distributing hiring lists or registers.
- Participates in various awards and educational programs designed to recognize various employee contributions or achievements and to encourage employees to enhance job skills or position themselves for promotional opportunities.
- Participates in employee benefits workshops, insurance and health programs designed to increase employee health, welfare, and morale.

HUMAN RESOURCES ASSISTANT (continued)

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Illustrative Tasks (continued)

- Assists or performs research work supporting a broad range of personnel functions including exams, test validation, benefits, compensation, training, employee information programs, and departmental administration or support functions.
- Prepares and assists with general workforce or specialized customer distribution of information and mailings.
- Performs routine data or word processing operations that include data entry, encoding, entering or retrieving data as well as working with statistical packages, software applications or programs.
- Compiles and analyzes data; prepares statistical and other reports for customers and managers.
- Provides information on policies, procedures and operations for both department operations and County programs.
- Conducts portions of new employee orientation as well as orientation/training on general Human Resources topics.
- Processes, codes, and maintains personnel, payroll, property control, purchasing, claims, and/or fiscal records.
- Prepares or directs the preparation of documents, claims, department paperwork, requisitions, purchases, delivery of service, equipment, commodities, materials, and supplies; resolves problems with customers, contractors, agencies, vendors, departments and/or providers; maintains records of activities to coordinate workflow, maintain schedules, and meet quality requirements.
- Conducts analysis and reviews paperwork, reports, bills, claims, applications, and other records covering government related costs and requests for services, processes claims; refers service providers, customers, and employees to others for assistance; maintains data bases, record systems, documents, and case files.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of public administration principles and practices
- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations.
- Knowledge of Business English, spelling, arithmetic and bookkeeping standards.
- Knowledge of general and modern office/personnel practices, policies and procedures.
- Skill in making formal oral presentations and delivering training to staff and others.
- Ability to apply computer applications and software including word processing, spreadsheets, and database programs.
- Ability to analyze facts, maintain records and prepare statistical reports.
- Ability to understand and follow oral and written instructions and to express oneself clearly and concisely, orally and in writing.
- Ability to establish and maintain effective working relationships with various hiring authorities, fellow employees, applicants, and the general public.
- Ability to type accurately at a reasonable rate of speed.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified