

HUMAN RESOURCES ASSOCIATE

Job Code	Pay Grade
20112	CL13

Nature of Work

This is entry level professional, technical human resources work administering and coordinating human resources rules, policies, and procedures in an automated environment. Employees in this class are responsible for supporting the implementation of human resources policies, coordinating departmental automation efforts, and explaining human resources procedures to all levels of employees. Duties may include preparation and publication of documents or information intended for internal and external circulation by the Human Resources Department. Incumbent may conduct research and perform interviews to facilitate staff selection and placement or conduct intake of employee issues or complaints about workplace matters and assist with investigations of workplace problems. Incumbent may provide technical support to specialized HR programs and support the Human Resources Information Systems (HRIS) and/or electronic communication. Performs a wide range of technical and administrative processes assigned to the department. Work requires the exercise of considerable independent judgment, attention to detail, and adherence to rigid deadlines. Incumbent refers non-standard situations and complex technical problems to a supervisor with recommended courses of action. The incumbent reports to a supervisor or designee.

Minimum Qualification Requirements

- 4 years technical or professional experience in human resources or human resources administration, or
- Associate's degree with major coursework in human resources, personnel administration, business, public administration, or a related field and 2 years of technical or professional experience in personnel or human resources administration, or
- Bachelor's degree with major coursework in human resources, personnel administration, business, public administration, or 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 Senior Associate) within the same organization or department.
- May be highly desirable to obtain and maintain a Florida Human Resources Association; Professional in Human Resources (PHR); Senior PHR; Certified Compensation Professional and/or other appropriate designation.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Performs highly technical and professional level assignments in any combination of HR functions including total compensation, benefits, employment, employee relations, training, volunteer services, communications, and other HR programs.
- Assists managers and supervisors to compile and provide information in person and via employee newsletters, hiring/promotional lists, newspaper advertisements, and other publications or programs requiring employee participation or support.
- Coordinates desktop publishing efforts for publications; recommends format, design, and prepares camera-ready copy for printing.
- Performs editorial responsibilities as assigned by supervisor, including content proofing and authorization to print.

HUMAN RESOURCES ASSOCIATE (continued)

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Illustrative Tasks (continued)

- Assists others and provides technical support in the administration of a broad range of employee benefits assistance and/or insurance programs including health, wellness, dental, life, retirement, employee assistance and related tasks.
- Prepares and distributes electronic registers, posts applications to the website; ensures employment advertising is placed in a timely and accurate manner.
- Provides technical users with application documentation and training programs on proper use of equipment and software.
- Conducts intake interviews and evaluates complaints to determine the appropriate venue for assistance; makes referral recommendations.
- Conducts special projects and research on administrative matters for management.
- Assists with investigations of workplace problems.
- Documents and analyzes employee relations and performance management activities, issues and trends.
- May provide the purchasing function for the department.
- Responds to users' requests to generate reports; may perform modifications to existing programs using statistical software packages or programs.
- Establishes user categories and access limitations to system resources; trains users countywide to operate departmental computer applications.
- Performs information processing duties, data entry and retrieval, routine information terminal operations, and programming/reprogramming as needed.
- Performs technical analysis, prepares regular or special reports and assists in completion of the full range of HR related projects and assignments.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles and procedures of current office operations.
- Knowledge of human resource or personnel functions, practices, policies, and procedures.
- Ability to analyze data, prepare reports, and maintain filing system.
- Ability to perform technical computations and statistical tabulations and prepare reports based upon the findings.
- Ability to understand and follow oral and written instructions and express oneself clearly and concisely, orally and in writing.
- Ability to respond to inquiries or complaints with tact and courtesy.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Professionals	Classified