



HUMAN RESOURCES ASSISTANT

City of Milpitas

Effective: July 2017
Revised:
EEOC: Office and Clerical
FLSA: Non-Exempt
Unit: Mid-Con
Physical: 1

DEFINITION

Under the supervision of the Human Resources Director or designee, the Human Resources Assistant performs a variety of administrative and clerical duties in support of the Human Resources Department in areas such as data entry, Human Resources Information Systems (HRIS), benefits, recruitment and selection, and file management. This position interacts frequently with employees and the public and exercises tact and discretion when dealing with issues of a confidential or sensitive nature.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from a Human Resources Analyst I/II, Senior Human Resources Analyst, and/or the Human Resources Director.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Provide customer service and respond to general inquiries regarding Human Resources operations from citizens, employees, and job applicants at the counter, on the telephone, and via e-mail.
- Establish, update, and maintain departmental records, files, and databases, while preserving confidentiality.
- Maintain personnel files, contract and vendor files, and assist with records management and retention.
- Type, proofread, and process a variety of documents including general correspondence, forms, memos, charts, and specialized documents from drafts, notes, or brief instructions.
- Compile information and data for financial reports; check and tabulate data; prepare simple financial reports; and maintain a variety of financial records.
- Assist with the coordination of recruitments, including posting recruitment flyers, uploading job announcements on-line, entering applicant data into applicant tracking database, responding to questions about recruitment and testing processes, sending notices to candidates, scheduling written exams and oral board interviews, preparing oral board and other testing materials, and scheduling pre-employment testing appointments.
- Maintain the Human Resources general voicemail, e-mail inboxes, and Outlook calendars, including the recruitment e-mail inbox.
- Open, sort, screen, and distribute Human Resources mail.
- Send standard correspondence to employees, including citywide memorandums and notices.

- Coordinate training for City staff, including scheduling training, preparing and distributing announcements, tracking attendance, and setting up training site with materials and refreshments when needed.
- Process benefit enrollments and changes in City's financial system and benefit vendor websites.
- Generate Personnel Action Forms (PAF) for standard Human Resources actions.
- Maintain departmental operating supplies and process purchase orders.
- Manage and reconcile invoices and ensure timely payments for services and goods related to the Human Resources Department.
- Process reimbursements for training.
- Maintain compliance posters in all areas posted within the City.
- Respond to requests for verification of employment.
- Assist with the coordination of Human Resources events.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic knowledge of office practices and procedures related to recruitment and selection, file management, and benefits administration.
- Modern office procedures, methods, and equipment including computers and applicable computer applications.
- Basic functions and structure of municipal government.
- Principles and practices of effective customer service.
- Methods and techniques of proper phone etiquette.
- English vocabulary, including spelling, grammar, and punctuation.
- Basic business arithmetic.
- Business letter writing formats.

Ability to:

- Perform a variety of clerical duties and activities of a general and specialized nature in support of the Human Resources Department.
- Maintain accurate, confidential, and complete employee records; implement and maintain standard filing systems.
- Prepare basic reports.
- Operate office equipment, including computers, word processing programs, spreadsheets, Human Resources Information Systems (HRIS), applicant tracking software (ATS), and other database applications.
- Type and enter data at a speed necessary for successful job performance.
- Make simple mathematical calculations accurately.
- Deal successfully with the public, in person and over the telephone.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work effectively, with frequent interruptions and a high degree of public contact.

- Maintain professionalism, courtesy, and composure at all times, including stressful situations.
- Communicate effectively, both orally and in writing.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

- Eighteen (18) months of general office experience involving extensive customer service.

Education:

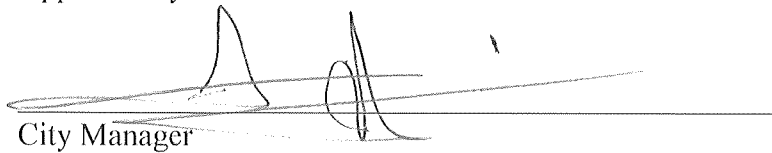
- Equivalent to the completion of the twelfth grade.
- Completion of some college level coursework or certification is desired.

SPECIAL REQUIREMENTS:

Essential duties require the following physical abilities and work environment:

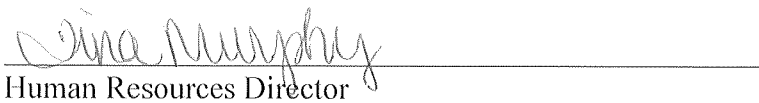
Ability to work in a standard office environment; repetitive keyboarding; ability to sit for extended periods of time.

Approved by:



City Manager

6-12-17
Date



Human Resources Director

6/12/17
Date