

OFFICE ASSISTANT (HUMAN RESOURCES)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, incumbents of this class perform advanced level clerical duties in support of higher level staff to assist in the daily operation of the Department of Human Resources. Incumbents develop effective working relationships with the public, employees, supervisors, timekeepers and County department staff controlling personnel, payroll and budget functions. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Receives visitors, and responds to telephone inquiries or other requests, and provides information regarding human resource services and procedures, salaries, time and leave benefits, etc.;

Receives complaints and refers them for appropriate resolution;

Maintains detailed logs, human resource records, and files in accordance with established rules and procedures;

Maintains a detailed up-to-date roster of all current department or facility employees in the appropriate budgeted positions;

Receives, date stamps, logs and distributes all incoming mail to appropriate staff members;

Completes personnel transaction forms ensuring that all required documentation is attached in order to implement new hires, promotions, resignations and other personnel changes;

Prepares correspondence, canvass letters, reports, forms, job postings, etc.;

Responds to written inquiries for employment verification;

Provides information to timekeepers of the various department or facility divisions;

Coordinates with departmental personnel units, Budget, and/or Payroll to ensure the accurate and timely processing of personnel transactions, as needed;

Duplicates correspondence or records using duplicating equipment;

Enters and retrieves information on automated equipment;

Performs related clerical tasks to ensure the smooth and efficient operation of the Department of Human Resources;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and/or database software in performing work assignments;

EXAMPLES OF WORK: (Illustrative only) (Con't)

May maintain an inventory of supplies, including the initiation and follow-up of purchase requisitions;

May prepare work orders for routine maintenance or repairs;

May maintain an appointment schedule for professional Human Resource staff;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of routine human resource practices and procedures; knowledge of the procedures used to input and retrieve data in a computerized system; knowledge of modern office methods utilized in the preparation and maintenance of records; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to elicit the nature of business of a visitor and determine how to best respond in a manner reflective of the department's public image; ability to maintain detailed records and files using automated and manual systems; ability to meet and deal with people in an efficient and tactful manner; ability to follow detailed written and oral instructions; ability to establish and maintain effective working relationships; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and/or database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; accuracy; tact; initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of high school or equivalency diploma and three years of clerical experience, two of which must have primarily involved processing records using word processing or database systems.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for each year of the general clerical experience, and for one year of the specialized experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.