



JULY 2012
FLSA: NON-EXEMPT

HUMAN RESOURCES ASSISTANT

DEFINITION

Under general supervision, performs a variety of responsible technical and office administrative human resources support functions, including assisting with the recruitment, benefits administration, workers' compensation, and employee training, safety and various related special projects; prepares, reviews, and distributes human resources information systems records; assists in completing various human resources studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from assigned supervisory and/or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a confidential classification that performs the full range of specialized work in an assigned human resources area: recruitment, testing and selection, classification, compensation, benefits administration, and employee training and orientation, in addition to performing a variety of record-keeping, administrative, and technical support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Human Resources Analyst in that the latter is a professional-level class responsible for administering human resources programs.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Administer the internal job posting program in accordance with established guidelines, ensuring that job opportunity bulletins are kept current; maintain the Job Hot Line; respond to internal and external job inquiries.
- Arrange for the placement of recruitment advertising in appropriate media; interface with advertising agencies to coordinate ad placement.
- Provide assistance in the recruitment and interview process; screen resumes for minimum qualifications; schedule interviews with hiring manager; administer employment tests; facilitate interviews by sitting on panels as necessary.
- Coordinate, update, and maintain new hire paperwork; create new hire packets and offer letters; process I9 forms; create personnel files and new employee medical files; review all paperwork with new hire and enter information into computer system.
- Provide assistance to departments within the District requesting temporary or contract workers; contact outside job agencies; meet with temporary or contract workers and explain District policies, procedures, and paperwork.

- Assists in ensuring regulatory compliance of and monitors short and long-term disability; monitor claims and process time cards; communicate with employees to keep them informed of benefits; ensure that proper medical documentation is received.
- Assist in the administration of the deferred compensation plan; work closely with participating employees; verify activity and participation; ensure compliance with Internal Revenue Code; assist employees with changes to plans.
- Assist in the administration of various employee programs including computer loan, catastrophic illness, discount cards, ticket sales or movie ticket discounts; maintain contracts with vendors and maintain ticket supply.
- Assist in the fiscal administration of the employee development training budget including travel and reimbursement programs.
- Maintain a variety of confidential personnel files including medical information and deferred compensation plans.
- Monitor monthly expenditures within the HR department; supply detailed activity of expenditures to accounting and HR staff.
- Maintains Human Resources Information System (HRIS) database; updates and ensures accuracy of data; participates in system changes and implementation.
- Research, compile statistics, gather information, and compute data; prepare various reports utilizing appropriate HRIS data.
- Schedule and coordinate various employee training programs for District employees; research and select vendors; assist in the development of program content; compile evaluation data, record activities, and maintain files.
- Assist in administering employee benefit plans; reconcile all insurance invoices and make coverage changes in the computer system; maintain a variety of tables at both plants.
- Provide assistance in supporting the performance management process; monitor the collection of all employee reviews; notify and/or follow-up with those that have not submitted.
- Provide assistance to employees and the public in person and on the telephone; respond to inquiries on Human Resources matters; responds to records requests and subpoenas for records; interprets, describes, and applies District policies and procedures and Memorandum of Understanding (MOU) in performance of assigned duties;
- Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Policies and procedures related to recruitment, selection, benefits administration, workers' compensation, classification, and compensation.
- Methods, techniques, and practices of data collection and report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to human resources programs.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment, and computer applications related to work, including word processing and spreadsheet software.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Perform detailed human resources office support work accurately and in a timely manner.
- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection and employee benefits administration practices.
- Maintain accurate and confidential human resources records.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Make accurate arithmetic and statistical computations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone or radio, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Equivalent to the completion of the twelfth grade supplemented by college level course work from a college or university which is accredited by the US Department of Education in human resources, business administration, or a related field; AND
2. Three (3) years of clerical, secretarial and/or other administrative experience in human resources.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.