Long Beach Community College District

CLASS SPECIFICATION
Human Resources Assistant

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Unrepresented

GENERAL PURPOSE
Under supervision, performs a variety of human resources clerical and administrative support functions in support of the District’s human resources programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Human Resources Assistant is the entry-level class in the human resources class series. An incumbent is responsible for performing a variety of clerical and administrative duties in support of the District’s human resources programs and functions.

Human Resources Assistant is distinguished from Human Resources Technician in that incumbents in the latter class are responsible for performing more difficult and complex technical and administrative human resources duties and assignments in support of the District’s classified recruitment and selection program.

Human Resources Assistant is distinguished from other clerical and office support classes in that an incumbent in the former class performs clerical and administrative support duties in connection with human resources activities that require a basic knowledge of human resource policies and practices gained through experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Using a multi-line telephone, answers and appropriately routes incoming department calls; receives and greets visitors and directs visitors to their proper destination; provides information on District programs and policies to employees, applicants and the public and responds to routine inquiries or complaints from applicants, employees and the public; refers non-routine, sensitive and/or complex requests for information and other inquiries or complaints to appropriate staff.

2. Assists professional human resource staff with a variety of clerical and administrative activities associated with the delivery of human resource program services, such as recruitment, selection and human resource processing; distributes and receives job applications, benefits forms and other information; reviews forms and applications for completeness; updates and disseminates job postings, flyers and announcements to District departments and staff; updates job postings on the District’s website and job-line; organizes and updates binders of job openings with other agencies; assists in the administration of tests and interviews; proctors examinations as needed.
3. Creates and maintains confidential employee personnel records and files; enters and updates personnel transaction information into the District’s HRIS system; reviews personnel files with employees as requested.

4. Performs a variety of general clerical and administrative duties in support of office functions; sorts, opens, date-stamps and distributes office mail; stuffs, sorts and prepares outgoing mail for pickup; prepares packets; assists in the preparation of large mailings; composes and types routine correspondence; photocopies and files documents and records; maintains training and conference room calendars; assists in scheduling meetings and confirms scheduled events.

**OTHER DUTIES**

1. Provides information for employment verifications.

2. Takes pictures and prepares employee identification cards; assists with fingerprinting employees as needed.

**QUALIFICATIONS**

**Knowledge of:**

1. Basic human resource policies, procedures and practices related to the administration of human resources programs and related functions.

2. Office administration practices and procedures, including recordkeeping and filing of records and files.

3. Procedures and codes used to access and enter data in the District’s HRIS system.

4. Principles and practices of customer service and telephone etiquette.

5. Correct English usage, including spelling, grammar and punctuation.

6. Use and operations of computers and standard business software, including word processing and spreadsheet programs.

**Ability to:**

1. Operate a computer using word processing and other business software and other standard office equipment.

2. Plan and organize work to meet deadlines.

3. Type at 40 words net per minute from clear copy

4. Understand, interpret and explain the application of policies and procedures pertaining to human resource program administration.

5. Prepare and maintain accurate and complete records and files.

6. Communicate clearly and effectively, orally and in writing.

7. Understand and follow written and oral instructions.

8. Work in an environment that includes frequent interruptions and attention to multiple tasks.
9. Use tact and courtesy in dealing with sensitive situations and upset customers.

10. Follow procedures and take actions within established authority limits.

11. Maintain confidentiality of District files and records.

12. Establish and maintain effective working relationships with District management, staff, applicants, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of high volume administrative support and professional receptionist experience preferably in a human resources or public agency environment; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

None.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this class, employees are frequently required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee may regularly be required to walk or stand and occasionally be required to lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; perform work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; interact with District management, staff, applicants, the public and others encountered in the course of work, some of whom may be dissatisfied or abusive.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The employee works under typical office conditions; the noise level is usually quiet.

Revised: February 20, 2007