



CLASS SPECIFICATION FOR:
Human Resources Assistant I

General Statement of Duties:

Performs paraprofessional and skilled administrative assistant work supporting one or more functional areas in the Human Resources Department; demonstrates a basic understanding of the department's and division's services, policies and procedures and ability to follow complex directions/procedures; plans and carries out own work assignments within applicable guidelines and policies and within assigned deadlines; does related work as required.

Distinguishing Features of Class:

An employee in this class performs a variety of administrative and customer service duties to support the operations and staff in an assigned human resources functional area (typically a division) such as benefits, classification and compensation, employee development and training, employee health, employee relations, employment and staffing, fitness and wellness, Oracle HRMS, or other human resources program areas and may provide support to other functional areas as assigned or requested. Receives general supervision from a Human Resources Department division head or senior level professional. Duties are performed independently with difficult or unusual problems discussed with the supervisor.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Performs a wide variety of moderate to complex program and operational support duties;
- Provides excellent customer service including but not limited to responding appropriately to general inquiries, providing accurate information regarding the assigned division's services, assisting with completion of division specific paperwork and enrollments (electronic and/or paper) and scheduling appointments;
- Assists customers with their use of the department's current computer and online systems including but limited to assisting with passwords, accessing records, updating information in the system, applying for posted positions, enrollments, troubleshooting and resolving routine user issues;
- Researches and resolves employees' concerns and questions including but not limited to timecards, leave, payroll deductions, benefits, claims, training, personnel records, health, testing, fitness, etc;
- Refers unusual or complex questions and situations to the appropriate functional area or staff member;
- Provides front line administrative support for assigned division at the front desk including answering a multi-line phone system, responding appropriately to callers' needs, greeting customers, providing forms and other basic support as needed, and proactively coordinating own coverage during breaks, lunches and other scheduled absences to ensure support and resources are available during all regular business hours for customers and division staff;
- Handles information of a sensitive or confidential nature appropriately and within applicable regulatory guidelines;
- Performs various transactional responsibilities which may include reconciliations of information or financial data, calculating and adjusting balances, calculating costs or refunds, preparing and processing invoices for payment, preparing and processing purchase orders, preparing IDTs, obtaining required approvals/signatures checking application or enrollment statuses, and verifications;
- Keys transactions incidental to the employment process and relationship from hire to termination including but not limited to employee assignments, position records, medical and/or health records, enrollments, etc;
- Schedules meetings and/or appointments, handles logistics, prepares materials incidental to meeting including reports;
- Performs routine office support functions including but not limited to processing mail, ordering supplies, maintaining inventory levels, scanning division specific documents, maintaining paper and/or electronic files, preparing informational packets and other materials for department/division use, preparing or assisting with written materials such as letters, newsletters and other division specific documents;
- Maintains databases, spreadsheets and other records, researches records, retrieves electronic and paper based data/records, runs reports or prepares reports, and responds to requests for data;
- Operates and provides support for a variety of office and division specific equipment as required;
- Assists with the department's and/or division's special projects as directed;
- Assists Analysts, Managers and other staff with duties and projects as assigned or requested;
- Works with vendors and providers to resolve issues;
- Identifies opportunities to improve customers' experience and/or operate more efficiently and makes recommendations to Manager or appropriate person;
- Develops and maintains technology proficiencies necessary to perform assigned tasks and support assigned division;
- Performs other duties as assigned.



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Required Knowledge, Skills and Abilities:

Basic knowledge of human resources administration and functional areas; ability to research, learn, interpret, understand, apply and communicate human resources program and service information, rules, regulations, policies and procedures; ability to provide operational and technical support to various functional areas, to include processing transactions, records and documents that meet compliance standards and subject area audits; ability to communicate effectively, both orally and in writing; ability to express ideas clearly and concisely, both orally and in written form; ability to understand and carry out complex oral and written directions; ability to research a variety of data and to prepare specialized and detailed reports; proficiency in the use of personal computers and /or automated systems with the ability to enter, retrieve and analyze data and prepare reports; demonstrated proficiency in working with Excel spreadsheets, databases and other common business software products; ability to learn and use specialized systems; demonstrated keying accuracy; ability to develop and maintain detailed accurate records; ability to maintain sensitive and confidential records; financial skills sufficient to reconcile and perform basic bookkeeping type transactions; ability to establish and maintain good working relationships with staff, vendors, employees and the public; ability to work on own initiative without close supervision or guidance and complete assignments as required; excellent customer service skills; tact; and courtesy.

Minimum Education and Experience:

Education: Graduation from high school;

Experience: Four (4) years experience providing relevant administrative or other assistant level support, preferably within a human resources department;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Physical condition that allows for lifting and moving up to 30 lbs of supplies and other job related equipment as needed;
- May require driver's license;
- May require a pre-employment and/or annual/regularly scheduled physical examination and/or medical tests administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the given position.