



CLASS SPECIFICATION FOR:
Human Resources Assistant II

General Statement of Duties:

Performs paraprofessional and highly skilled administrative assistant work supporting one or more functional areas in the Human Resources Department; demonstrates a thorough understanding of the department's and division's services, policies and procedures and ability to interpret and apply policies and procedures; plans carries out own work assignments, which may include managing processes and division-specific projects within all applicable guidelines and policies and within assigned deadlines; does related work as required.

Distinguishing Features of Class:

Duties assigned to an employee in this class include duties assigned to a Human Resources Assistant I and typically include more complex extensions of those duties. An employee in this class routinely performs a variety of highly skilled, more complex, 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 manage division specific processes or provide support to other functional areas as assigned or requested with limited oversight. All assigned duties are performed more independently and with greater utilization of the employee's subject matter or technical expertise. Assigned responsibilities afford opportunity for independent judgment in planning work and making technical determinations; refers only the very complex or unusual situations to supervisor or appropriate person. Receives general supervision.

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 independently;
- Serves as department subject matter expert for support related processes and operations demonstrating a sound and broad understanding of the both the division's and the department's operations, systems, policies and procedures;
- Provides excellent customer service including but not limited to responding appropriately to general and situational inquiries, providing accurate information, identifying and implementing appropriate resolution of the situation;
- Assists customers with their use of the department's current computer and online systems including but limited to accessing records, updating information in the system, applying for posted positions, enrollments, data retrieval, running reports, troubleshooting and resolving a wide variety of user issues;
- Researches, troubleshoots and resolves wide variety of more complex questions and issues;
- Handles information of a sensitive or confidential nature appropriately and within applicable regulatory guidelines;
- Assists with, learns and ultimately facilitates routine training, orientations or presentations on division specific topics;
- Participates in functional testing, auditing, data clean-up for department and/or division specific systems' upgrades, patches, customizations and development;
- Participates in cross-functional training developing (at a minimum) the basic skills necessary to provide effective support to other divisions' staff and operations;
- Maintains databases, spreadsheets and other records, researches records, retrieves electronic and paper based data/records, runs reports or prepares reports, including statistical reports, and responds to requests for data;
- Assists with the department's and/or division's special projects including serving on system-based project teams to test, audit processes and data for expected outcomes, and document results and processes;
- Handles and completes assigned projects from planning to completion in accordance with specified parameters and applicable rules and regulations, may include identifying need for a project;
- Provides critical support for division's key operational functions such as open enrollments, health screenings and/or examinations, testing and screenings, assessing eligibility, completing surveys, etc;
- Performs basic division specific tasks to assist Analysts, Managers and other staff with workloads, projects and priorities;
- Works closely with vendors and providers to handle/resolve a wide variety of issues and support division specific systems or operations;
- Proactively identifies opportunities to improve customers' experience and/or operate more efficiently, makes recommendations to Manager or appropriate person, develops and implements the solution as assigned;
- Proactively manages data in department and division specific systems/records; monitors and audits data/records, organizes a process for data cleanup/update initiatives, and implements maintenance efforts;
- Develops and maintains technology proficiencies necessary to perform assigned tasks and support assigned division;



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- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Broad sound 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 make sound decisions relative to assigned area; 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; critical thinking skills and sound judgment with the ability to troubleshoot, interpret and correctly apply policies and guideline, proactively identify problems and opportunities, and ability to propose effective solutions (and implement if assigned)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: Two (2) year degree in human resources or other relevant field;

Experience: Three (3) years experience providing relevant administrative or other assistant level support within a human resources department supporting multiple human resources functions or relevant demonstrated experience providing increasingly complex and responsible support to assigned division;

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.