

Jurisdiction: City of Ithaca  
Jurisdictional Class: Competitive  
Adopted: 04/06/05  
Revised: 09/07/22

## **HUMAN RESOURCES EXECUTIVE ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for performing highly complex administrative support tasks to further the overall work of the Human Resources Department. The incumbent serves as a personal administrative assistant to the Director of Human Resources, relieving the Director of administrative and business details. The Human Resources Executive Assistant is also responsible for performing daily administrative support tasks necessary for the effective administration of a variety of benefit programs. The incumbent contacts employees, retirees and benefit program administrators regarding program enrollment changes and benefit questions or problems. The incumbent is also responsible for creating and maintaining both electronic and paper records related to benefit program administration, as well as records necessary for departmental operations. This position is distinguished from that of Human Resources Clerk by virtue of its expanded scope of program support tasks and increased level of complexity and decision-making. The work is performed under the general supervision of the Director of Human Resources with considerable leeway allowed for the use of independent judgment in carrying out the details of the work. The ability to maintain confidentiality is essential to this position. Supervision may be exercised over the work of clerical subordinates. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides administrative and clerical support to the Director of Human Resources;  
Prepares and distributes meeting agendas, notices and minutes of meetings;  
Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;  
Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;  
Provides information on and descriptions of benefit programs to recipients;  
Assists employees and retirees with enrollment into various benefit programs including contacting insurance carriers to aid in the completion and correction of incomplete forms;  
Assists employees and retirees in the resolution of problems regarding benefits issues, calculation of benefits and payment processing;  
Develops, maintains and updates computerized records containing information required for benefit programs and departmental operations;  
Maintains and updates personnel records by processing reports of personnel changes and recording personnel transactions on roster and position control cards;  
Prepares responses to letters concerning programs, policies and procedures for own or supervisor's signature;  
Performs general office duties including answering phone calls, greeting the public and preparing reports as required;  
Schedules and arranges conferences, travel and accommodations for departmental staff;  
Opens, reviews and distributes incoming mail in accordance with staff assignments and attaches appropriate background material to correspondence;  
Coordinates the maintenance of and prepares departmental financial, payroll, purchasing, personnel and attendance records;  
Monitors expenditures to maintain budgetary controls;  
Prepares reports using statistical and narrative information;  
Monitors and tracks status of various program activities;  
Schedules medical examinations for prospective employees;  
Attend meetings as necessary;  
May order office supplies and maintain inventory of supplies and equipment.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of modern office terminology, procedures, equipment and business English; good knowledge of the various benefit plans offered by the City of Ithaca, including benefit limits, eligibility criteria, administrative and procedural requirements; good knowledge of the organization, functions, laws, policies, regulations and terminology related to Human Resource Department functions; good knowledge of the principles and practices of computerized records maintenance; ability to handle administrative details independently including the composition of letters and memoranda; ability to analyze and summarize information in both narrative and numerical form; ability to design and maintain filing systems; ability to maintain program accounts and budgetary data; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to understand and interpret complex oral instructions and/or written directions; ability to prepare and maintain complex records; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to deal effectively with the public; ability to maintain confidentiality; ability to effectively work with and serve a diverse local community; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Possession of an Associate's degree in secretarial science or a closely related field with similar course curriculum and two (2) years of full-time paid clerical experience, or its part-time and/or volunteer equivalent, working in a human resources department or working with an employee benefits program; or
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (A); or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.