

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 09/20/06

HUMAN RESOURCES OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and administrative support tasks in support of human resources functions. Assignments may be given in a variety of human resources areas, including civil service, recruitment, hiring, training, orientation, employee recognition, and performance management. The incumbent also serves as the first point of contact with the Human Resources Department for employees, department heads, municipal officials and the general public. The work is performed under the general supervision of the Director or Deputy Director of Human Resources, in accordance with established policies and procedures. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Greets public and employees, in person or on the telephone, screens visitors or callers to determine the nature of the inquiry, and refers to appropriate party or answers inquiries as appropriate;
- Prepares correspondence, documents, records and other written material in final or draft form using computer software from handwritten, rough drafts, templates, marked copy, oral recordings or data from various equipment as the source material;
- Working from templates and source documents, prepares civil service examination announcements, job postings, newspaper advertisements and distributes each to identified recruitment sources;
- Working from templates and source documents, prepares civil service eligible lists, canvass letters, certifications, notices of examination results, admission letters, examination rosters, probationary reports, applicant letters, employment offer and no-offer letters, etc.;
- Prepares and distributes training and orientation brochures and flyers, coordinates registration, prepares participant correspondence, photocopies training and orientation materials, prepares participant packets, and prepares certificates of completion;
- Working from templates, rough draft and source documents, prepares and proofreads individual PACE performance management forms;
- Maintains and updates databases and spreadsheets on a personal computer, for functional areas such as applicant tracking, training, performance management, employee recognition, lending library, etc.;
- Establishes and maintains tickler files for functional areas such as performance management form due and return dates, probationary report due and return dates, etc.
- Assists public and employees with answers to general questions covering topics such as employment opportunities, examination procedures, training opportunities and recognition programs;
- Receives employment applications and reviews applications for completeness;
- Creates and maintains a variety of agency files, including application, examination, personnel and training files;
- Receives, sorts and distributes incoming mail, both post and electronic;
- Maintains and updates personnel records by processing and reports of personnel changes;

Typical Work Activities - continued

Labels materials for Lending Library, maintains and updates database, maintains records on circulation of materials;

Incorporates and distributes updates for the Human Resources Manual;

Schedules job interviews at the direction of search committees and prepares interview packets for search committee members;

Operates a personal computer, peripheral equipment, photocopy machine, fax machine, shredder and other related office equipment;

Monitors civil service examinations;

Updates information on departmental web site;

Maintains an inventory of supplies, including office supplies, employee recognition gifts and training supplies, and orders supplies when necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures, equipment and business English; good knowledge of the organization, functions, laws, policies, procedures and terminology of the Human Resources Department; working knowledge of civil service hiring procedures; familiarity with civil service terminology; familiarity with City human resources programs and policies; strong organizational skills; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheets, databases and desktop publishing applications; ability to analyze and organize data and prepare records and reports; ability to establish and maintain effective working relationships with others; ability to perform close, detail work involving considerable visual effort and concentration; ability to understand and interpret complex oral instructions and/or written directions; ability to deal effectively with the public; ability to prepare and maintain accurate records and reports; ability to maintain confidentiality; ability to successfully work with and serve a diverse local community; accuracy and attention to detail, including proofreading; physical condition commensurate with the demands of the job.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in secretarial science, office management, office technology, business administration, human resources management or a closely related field with similar course curriculum; or
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid clerical experience, or its part-time or volunteer equivalent, which shall have involved the operation of a computer for word-processing, database or spreadsheet applications; or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.