

HUMAN RESOURCES ASSISTANT

Department: Human Resources

Division: NA

Appointing Authority: Director

Grade: NR2

Revision Date: 10/15

Bargaining Unit: NA

Definition:

Skilled professional performing routine and general, but highly responsible and confidential, clerical and administrative support functions and activities in assisting the Director and Generalist to discharge the duties of the office in the operation of a Human Resources Department within a collective bargaining environment including all special projects as assigned; employee and retiree benefit administration, database administration, establishing and maintaining personnel records; all other work as required that is logical to the position.

Supervision:

Works under the direct supervision of the Human Resources Generalist.

No supervisory functions, may work collaboratively with other personnel.

Environment:

Duties are performed under typical fast paced, high pressure office conditions and environment. Minimal physical effort required. Operates standard office machines such as computer, typewriter, calculator, copy machine and similar type equipment. Frequent interruptions to assist with telephone contact or walk-in citizens.

Has daily contact with employees, town departments, school department, other municipalities, outside organizations, agencies or regulatory entities, vendors, and the general public.

Performs varied and highly responsible tasks and functions requiring independent judgment and initiative to ensure compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Has regular access to or control of a high level of town and departmental confidential information including employee medical records, collective bargaining information such as negotiating positions, inter-departmental plans and programs; employee disciplinary and personnel records, and other records subject to non-disclosure or limited disclosure pursuant to statutory prescript.

Errors in judgment or administration decisions may adversely impact operations, cause significant legal or financial repercussions, cause confusion and delay, and significant loss of employee trust and confidence in departmental operations.

Requires the ability to represent and communicate the town's needs, opinions, policies/procedures and the ability to be persuasive and resourceful in bringing about an understanding of desired results.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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 the position.)*

Under general supervision of the HR Generalist, functions independently in performing duties for the department requiring considerable independent judgment and decisions in performing broad administrative tasks, duties, and functions for the department.

Responsible for personnel administration including: benefits and insurance processes for active and retired employees of the town and the school; Notification to applicable departments of any insurance changes, responsible for census and data tracking programs for benefits; Updating of MS Access, MS Excel, online websites and insurance fields in the payroll software; Reconciliation of insurance invoices to actual changes made ; works directly with active employees and retirees to answer benefit questions and updates information as necessary; ensure retirees are moved to proper insurance plans post retirement. Responsible for making sure bills from insurances and supplemental health plan are correct and up to date; establishing and maintaining personnel records; assists in collective bargaining agreement contract maintenance; oversees recruitment for all town positions that includes performing reference checks on applicants; Arrange and oversee annual open enrollments, responsible for updating of hire packets with any changes.

Responsible for departmental contacts whether by telephone, email, or in-person, greeting and assisting current or prospective employees or vendors, providing information or directions, and other general customer service. Responds to regularly occurring requests for assistance and information and provides answers requiring tact and friendliness.

Provide assistance to the Director and the Generalist including correspondence, special reports and forms, data bases, establish and maintain departmental electronic and manual office systems, general filing, photocopying or other HR administrative or clerical duties, handles highly confidential and sensitive information and confidential correspondence including the collection, distribution and filing of collective bargaining contracts; responds to or drafts responses to general departmental contacts by mail, email or telephone.

Keeps calendar of the Director and coordinates meetings and appointments.

Provide research or investigative assistance when assigned to work on special projects. Assists in compiling statistical data and preparing various charts, graphs, and written summaries. Establish, develop and maintain MS Access databases and MS Excel spreadsheets as needed for reporting, analysis or statistical purposes. Responsible for updating HR web page on town web site of policies, insurance information, contracts and posting of jobs.

Maintains office machines, including computers, printers, typewriters, photocopier, fax machine; if necessary calls for repair services; acts as liaison to MIS triage problem center.

Develops, establishes, maintains and updates central personnel and other filing systems for the Department; ensures confidentiality of information, departmental plans, personnel files, or other restricted access information within the guidelines of public disclosure law and retention periods. Retrieves information from files when needed. Maintains and files HR journals, magazines and other resources such as newspaper clippings and publication updates.

Reviews applications or forms of the department to ensure forms are filled out completely and accurately, requesting missing information and documentation as needed.

Opens and processes office mail as appropriate; responsible for outgoing mail including operation of postage machine, monitors office supplies and maintains office supply purchase need list.

Minimum Qualifications: *(Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.)*

Education and Experience: High School diploma required. Associates degree in office administration or related field preferred; two years experience in a personnel or municipal office environment preferred; or any equivalent combination of education and experience that enables performance of all aspects of the position.

Knowledge, Ability and Skill:

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office required; familiarity with database programs and computer hardware and software systems.

Ability to interact in a positive and effective manner, and to establish and maintain satisfactory work relationships with supervisors, coworkers, other departments, boards and commissions, the general public and personnel at all levels of authority. Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy. Ability to meet deadlines and work under time constraints.

Strong organizational skills in a multi-task environment required. Ability to plan and work independently, ability to work on and prioritize several on-going tasks. Ability to prepare routine correspondence, charts, graphs and reports utilizing computer office applications. Ability to work under general or minimal directions within specific set parameters. Must perform all aspects of job responsibilities with honesty and integrity.

Ability to keep accurate and detailed records; apply organizational skills efficiently with attention to detail; ability to perform effectively with frequent interruptions and to seek

supervisory assistance as appropriate; to comprehend the full scope of departmental activities and policies, and the ability to independently initiate actions and make decisions in support of those policies.

Knowledge and skill in writing and communicating in a clear, concise, and well composed manner; ability to document conversations and issues; ability to think logically in order to be flexible and to work under guidelines or circumstances that may be fluid or changing from time to time.

Physical Requirements:

Frequent sitting, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 25 pounds.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:



Human Resources Director

11/3/15

Date
Revision History: 4/07, 5/08, 10/15