CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Human Resources Office Assistant** **E-PLAN**
SG:E1-5
DEPARTMENT: **Human Resources** **CS:N**
FLSA:Y
EEO4CODE:PP

JOB SUMMARY:

Provides direct administrative assistance to Human Resources Services staff. Serves as initial contact for employees and visitors to Human Resources. Provides customer service and clerical support including telephone and reception duties, handling mail, assisting visitors and providing information regarding department policy and procedures, making travel arrangements, tracking expenditures and accounts receivable/payable, and ordering supplies.

SUPERVISORY RELATIONSHIPS:

Reports to the Human Resources Director or designee. Works under general supervision and the guidance of applicable federal and state employment regulations, collective bargaining agreements, Civil Service rules and City and departmental policies and procedures. May receive work assignments and technical guidance from professional staff.

ESSENTIAL FUNCTIONS:

1. Provides exceptional internal and external customer service. Greets customers both in person and over the phone, acts as primary customer service contact and actively seeks to match customer needs quickly and cheerfully with the appropriate Human Resources services and staff.

2. Provides administrative support for Selections and Recruitment. Inputs recruitment information, scores and candidate materials in the online recruitment system. Receives and responds to inquiries from candidates within scope of knowledge and authority or refers to the appropriate staff member.

3. Provides administrative support for the Classification and Compensation program. Assists with routine posting of classification specifications, job descriptions and salary information to City websites and databases.

4. Prepares A/P bills for payment. Reviews invoices for accuracy and enters payment information into applicable finance software. Provides receipt management for monthly City credit card reconciliation. Assigns applicable account code for approval and enters in credit card software application.

5. Prepares and compiles commission agenda packets, mails to commissioners, confirms Quorum will be met. Composes and publishes minutes for commissions and staff meetings.

6. Performs data entry, indexing and verification of data entered into electronic filing system. Works collaboratively with ITSD to make and implement necessary system modifications for efficient use of the system.

7. Performs New Employee Orientation for Regular Non-Benefited Employees. Assists new employees in completing all required documentation for employment. Provides brief overview of relevant work rules, policies and labor contracts. Facilitates video training.

8. Schedules appointments, meetings and use of facilities. Makes travel arrangements, prepares and submits reimbursement requests when necessary.

9. Coordinates human resources and labor relations records management system including personnel and administrative files. Pulls files, routes documents and maintains filing systems to include: creating, organizing, updating, indexing, maintaining and purging files and preparing records for archival transfer.

10. Maintains and orders Human Resources Department office supplies as needed or as requested by individual staff; assesses need and prepares options for departmental equipment, e.g. copier, printers etc.

11. Collects, sorts, opens and distributes mail to appropriate individuals.

ADDITIONAL WORK PERFORMED:

1. Assists with balancing workload among Department employees by providing backup and clerical assistance as required.

2. Composes, edits, transcribes and prepares a variety of documents, correspondence, schedules, applications, reports, notices and/or forms which includes preparing documents for review and signature and preparing and mailing informational letters; gathers, organizes and copies documents, as assigned.

3. Enters, verifies and updates data in various spreadsheets and databases; searches, retrieves, corrects and compiles reports as needed.

4. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- General knowledge of office practices and procedures as well as automated office systems including telephones, intercoms, and other office equipment.
- Working knowledge of principles and practices of human resources.
- Some knowledge of federal, state and local program-related codes and regulations, policies and procedures.

Skill in:

- Effective oral and written communications skills.
- Competent in use of standard computer software programs such as word processing, spreadsheet and email software.

Ability to:

- Communicate effectively and interact with other employees and the public using tact, courtesy, and good judgment.
- Use appropriate judgment in interactions with challenging or angry individuals.
- Multi-task and work with a high degree of accuracy and attention to detail in an environment of frequent interruptions.
- Work independently, stay on task and adhere to identified priorities.
- Understand and execute verbal and written instructions, policies and procedures.
- Maintain confidentiality of sensitive information.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Frequently remain stationary for long periods of time;
  - Occasionally transport objects weighing up to 25 pounds and infrequently to occasionally transport objects weighing up to 40 pounds.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with the majority of time at a computer workstation. Environment includes a customary range of noise and other distractions with low everyday risks working around standard office equipment. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED) required**.**
- Two (2) years of general office or human resources related experience or post-secondary training related to office support functions required.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent on passing a criminal background check.

PREPARED BY: K. Johnson
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REVIEWED BY: _____
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Human Resources Director