

## CITY OF BIG BEAR LAKE

### ADMINISTRATIVE ASSISTANT - HUMAN RESOURCES

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general supervision, performs a wide variety of highly confidential complex office, clerical, and administrative support tasks and duties in support of the City's Human Resources and Risk Management function; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; provides assistance as needed to the City Manager, Chief Operations Officer, Director of Human Resources, Redevelopment Director, Director of Intergovernmental/Community Relations and the City Clerk; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Administrative Assistant - Human Resources** is the full working level classification in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of highly confidential office and administrative support duties, including organization and coordination of workload, maintenance of a calendar, scheduling of appointments, and preparation of documents. This classification is distinguished from the Administrative Assistant by the performance of duties related to the administrative support of the Human Resources operation and by handling confidential information relating to labor relations.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the Senior Human Resources Analyst. May provide functional and technical supervision over assigned training personnel.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs a wide variety of routine and complex confidential office and administrative support tasks and duties in support of Human Resources and Risk Management operations and other staff members; assists the public by providing information personally or directing information requests according to established procedures.
- Demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public requiring in-depth knowledge of the Human Resources Department; provides information as appropriate; receives visitors and telephone calls, directing them to the appropriate information source; represents the City to all callers and visitors in a professional and customer friendly manner.
- Schedules meetings and appointments; maintains a calendar for meetings and other events; arranges travel to meetings and conferences.

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- Assists with general liability, Workers' Compensation and court claims by scanning documents and noticing parties; inputs information into data bases, files paperwork and performs research as assigned.
- Formats and distributes recruitment brochures; tracks recruitment applications; creates correspondence; assembles interview notebooks.
- Prepares travel and training requests; makes travel arrangements; prepares reimbursements.
- Tracks, calendars, notices and registers attendees for all OSHA, state and federally required on-site safety and other training programs.
- Uses computers to enter, design and prepare a variety of documents, including general correspondence, reports, memos, and fliers from rough drafts or verbal instructions; operates other automated office equipment; types drafts and a wide variety of finished documents.
- Compiles and maintains records and prepares reports; maintains a variety of files; schedules meetings and appointments; maintains a calendar for meetings and other events; arranges travel to meetings and conferences; monitors expenditures; prepares forecasts for various accounts; purchases office supplies; processes department bills.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data, and using the computer, and acute hearing is required when providing phone and personal service. The ability to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

#### **Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Administrative Assistant - Human Resources**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of significant, directly related, and progressive administrative and clerical support experience preferably in human resources, and a high school diploma or equivalent, supplemented by coursework in office procedures, records processing and records management.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Modern office, administrative, and clerical policies and procedures; City codes and ordinances; basic human resources functions and terminology; complex clerical and administrative tasks; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations; methods and techniques of scheduling work assignments; modern office procedures, practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide highly confidential, complex clerical support to the Human Resources staff and operations; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; process a variety of Human Resources and Risk Management related paperwork; maintain complex office and confidential records and files; meet critical deadlines; deal successfully with the public, in person, and over the telephone; courteously respond to community issues, concerns, and needs; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships; work effectively with people with varying backgrounds, educational levels, races, and cultures.

**Skill to:**

Operate standard office equipment, including a computer and variety of word processing and software applications.