

## **CONTRA COSTA COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: HUMAN RESOURCES ASSISTANT I**

#### **RANGE: 15**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of general personnel and clerical duties in support of the Human Resources Office; provide general information and assistance to employees, administrators, job applicants and the public; participate in various fingerprinting activities.

#### **DISTINGUISHING CHARACTERISTICS:**

The Human Resources Assistant I is the entry-level classification in the series. Incumbents perform general clerical support and assist applicants in fingerprinting activities. Human Resources Assistant II incumbents perform varied and responsible duties requiring thorough understanding of the Human Resources program. The Human Resources Assistant III classification provides responsible and complex support requiring thorough knowledge of assigned functions in the office such as recruitment and benefits.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Perform a variety of personnel and clerical duties in support of the Human Resources Office; serve as receptionist; answer telephones and take and relay messages; greet and screen visitors; make appointments and arrange meetings.

Provide general information and assistance in person or on the telephone to County Office personnel, staff and the public regarding a variety of personnel matters; refer complex questions or issues to appropriate personnel.

Operate an electronic fingerprinting machine such as a Livescan; fingerprint applicants and process fingerprints according to established procedures; submit fingerprints for clearance with the Department of Justice (DOJ); enter applicant data into computerized database; assist with distributing appropriate forms to applicants.

Follow up on fingerprint clearances not received in a timely manner; receive COE and district criminal background reports from DOJ and forward information to appropriate personnel; notify applicants of clearance; generate "no longer interested" notifications as assigned.

Receive and process personnel information including hiring documents, personnel actions and others.

Participate in scheduling and coordinating oral interview panels and testing activities; assist with the preparation of interview packets; contact applicants to schedule interviews.

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Input, prepare and maintain personnel files, records, correspondence, memoranda and other materials; prepare invoices for services provided to contracted agencies; maintain accurate data in assigned databases according to established guidelines.

Provide assistance in support of CalSTRS benefits as assigned by the position; provide information regarding benefits, maintain assigned records, prepare related materials and compile statistical reports.

Receive, sort, review and distribute incoming mail and process outgoing mail.

Collect and account for monies received for fingerprinting activities; prepare and make bank deposits as assigned; maintain and balance related accounts.

Operate a computer and assigned software; operate a variety of office equipment including a copier, fax machine, scanner, typewriter and others as assigned.

**OTHER DUTIES:**

Attend a variety of meetings, conferences and in-service trainings as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Basic math.

Record-keeping techniques.

**ABILITY TO:**

Perform a variety of personnel and clerical duties in support of the Human Resources Office.

Answer telephones and greet visitors courteously.

Learn personnel office functions, practices and procedures.

Learn, interpret, apply and explain applicable laws, codes, rules, regulations, policies and procedures.

Learn to operate an electronic fingerprinting machine.

Process fingerprints according to established procedures.

Screen and process employment applications and other personnel-related documents.

Assist employees and applicants with processing various forms.

Maintain records and files.

Operate a variety of office equipment including a computer and assigned software.

Determine appropriate action within clearly defined guidelines.  
Add, subtract, multiply and divide quickly and accurately.  
Understand and follow oral and written instructions.  
Complete work with many interruptions.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year of general clerical or secretarial experience involving frequent public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Hearing and speaking to exchange information in person and on the telephone.  
Sitting for extended periods of time.  
Bending at the waist, kneeling or crouching to file materials.