#### ADMINISTRATIVE ASSISTANT/HUMAN RESOURCES

## **Definition:**

Under general supervision performs a wide variety of responsible and confidential secretarial, administrative support and other duties for the Director of Human Resources; screens, prioritizes and directs callers, visitors and communications; coordinates calendars and meetings; performs a variety of department related and specialized secretarial and other office support duties of substantial difficulty and performs related work as required.

# **Class Characteristics:**

The Administrative Assistant/Human Resources is distinguished from Administrative Assistant I classification by its specific assignment to the Human Resources Department and the resulting involvement in and exposure to the preparation of Memorandums of Agreement, other confidential labor relations related documents and sensitive personnel documents. The duties performed by the Administrative Assistant/Human Resources require a high level of sensitivity and tact, a thorough understanding of the functions, programs and services of the Human Resources Department and placement in the Confidential Unit.

## **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates a personal computer and uses applicable software to produce a variety of correspondence, memoranda, reports and other materials.

Prepares, publishes and maintains Memoranda of Agreement (MOA) and other labor relations documents.

Prepares and updates individual bargaining salary charts, other MOA attachments and related documents.

Prepares or assists in the preparation and distribution of notices, agendas, resolutions, personnel action forms, grievance related material, open and closed session City Council items, salary resolutions, impasse documents and a wide variety of other items.

Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Performs a variety of specialized clerical duties and other office support tasks related to the functions of the Human Resources Department.

Prepares, processes and maintains departmental payroll and personnel records.

Maintains and revises complex office filing systems.

Reviews reports and maintains records of expenditures and assists in preparing the department budget.

Composes correspondence and prepares other documents independently.

Screens telephone calls, visitors and written and electronic communications and refers same to appropriate staff.

Provides information to City staff and the public, in person and by telephone, where judgment, knowledge and interpretation of departmental and City policies and regulations are necessary.

Receives complaints, answers questions regarding departmental policies and procedures. and exercises judgment in determining proper course of action.

Schedules appointments and coordinates meetings.

Operates a variety of office equipment.

Collects and compiles statistical and financial data, surveys, records and other information for inclusion in special and periodic reports.

## Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

Opens, stamps and routes mail.

May make recommendations regarding changes in procedure.

May collect and compile statistical and financial data and other information for special and periodic reports.

May lead and train assigned staff and review their work and make recommendations regarding clerical appointments.

May lift and carry boxes of files and other items weighing 30 pounds or less.

May drive a vehicle on City business.

# **Contacts and Relationships:**

The Administrative Assistant/Human Resources establishes and maintains contact with staff in the Human Resources Department and has continuing and substantial interaction with staff in other City departments. Additional contact will occur with employee groups and their representatives, applicants, vendors and contractors.

## **Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

# Knowledge of:

English usage, spelling, grammar and punctuation.

Office administration and management practices and procedures.

Basic research methods and techniques.

Principles and practices of business communication and report writing.

Organization of City government and roles and responsibilities of department heads.

Applicable laws, ordinances, rules, regulations, policies, collective bargaining agreements and administrative procedures.

Financial recordkeeping, purchasing and budgeting practices.

Business math.

Basic supervisory principles and techniques.

Computer applications related to area assigned including spreadsheet and graphics applications.

Filing and indexing methods.

Receptionist, telephone and customer service techniques.

#### AND

## Ability to:

Perform highly responsible and sensitive secretarial and clerical work involving the use of independent judgment and initiative.

Learn, interpret and apply departmental policies, laws, rules and regulations and MOA's applicable to the Human Resources Department.

Maintain the confidentiality of personnel records, sensitive collective bargaining material and other sensitive information.

Use good judgment and make sound decisions in accordance with established procedures and policies.

Compose correspondence and understand and carry out oral and written instructions independently.

Communicate effectively orally and in writing in English.

Adhere to multiple deadlines and handle multiple projects.

Prepare reports with accuracy and speed and make accurate mathematical calculations.

Train, direct and coordinate the work of others.

Establish and maintain effective relationships with those contacted in the course of work.

Operate a personal computer and use applicable software.

Meet the public with courtesy and tact.

## A typical way to obtain the knowledge and abilities is as follows:

#### **Education:**

Graduation from high school.

#### AND

#### **Experience:**

Three years of increasingly responsible secretarial or clerical duties at the Clerical Assistant III level with the City of Fullerton or in a similar position.

# **Special Requirements Include:**

Type at a net speed of 50 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

# Non-Required Skills / Abilities / Experience / Certifications / Education Which may be Helpful or Preferred Include:

Some experience working with bargaining groups and preparing MOA's and some knowledge of basic personnel practices and employment procedures.

# Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. The incumbent uses a computer, keyboard and related equipment, stands, walks and may twist, reach, bend, crouch, kneel, grasp, push, pull, drag and lift boxes of files and other items weighing 30 pounds or less. The incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

# Fair Labor Standards Act Designation: Non-exempt.

Revised September 2007 and Title Changed from Personnel Secretary Revised April 2001 Revised November 1996