Job Description

Job Title:	Human Resources Assistant	Classification:	Classified
Department:	Human Resources	Grade:	140
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; performs a variety of administrative support activities for the Human Resources and Risk Management Department.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Assists with the employment process by posting vacancy notices to kiosks, accepting applications and resumes from applicants, communicating general information regarding the employment process and procedures, entering applicant tracking information, reviewing applications for completeness and minimum qualifications, and scheduling interviews for applicants and the hiring supervisor or manager. May participate in the interview process as required.
2. Performs reference checks and verifications on finalists.
3. Performs initial entry for E-Verify process.
4. Distributes employee evaluations to departments for completion; tracks evaluations to ensure completion for payroll purposes; contacts departments if evaluations are not received timely.
5. Responds to basic employee questions regarding benefits, personnel rules and regulations, and payroll.
6. Answers questions regarding retirement programs; explains employee's rights to continue life, health, dental and vision insurances, retirement benefits, and related benefits available under COBRA.
7. Updates employee information in the appropriate computer databases.
8. Explains drug and alcohol screening requirements, schedules pre-employment physical, psychological, and drug screening services.
9. Answers main switchboard; transfers callers to appropriate departments and/or appropriate Human Resources staff as needed.
10. Contributes effectively to the Human Resources Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
11. Leads and trains part-time volunteers for the Information Center as needed.
12. Assists Human Resources staff with scheduling meetings, activities and appointments.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.

- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: City's Charter and Personnel Rules and Regulations; computer software applications including Word and Excel; effective customer service principles and practices; basic knowledge of Federal and State employment laws, regulations, and guidelines; general office management principles and practices; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with City employees, customers of Human Resources, and the general public; records management; understanding complex laws, regulations, policies, procedures, and guidelines; communicating accurate and timely information to City employees and applicants; computer system applications; using general office equipment; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Two years full-time experience in a human resources administrative support position with demonstrated attention to detail, effective communication, and customer service skills.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	