



Human Resources Assistant

Human Resources

HR/5

JOB SUMMARY

This position provides administrative and customer service support for department operations.

MAJOR DUTIES

- Answers telephone and greets visitors; provides information and assistance; takes messages; refers to appropriate personnel.
- Assists in the employment process; posts and disseminates job vacancy announcements and advertisements.
- Receives, date stamps and distributes mail.
- Maintains personnel files.
- Adds, deletes and updates employee contact information.
- Orders and maintains office supplies.
- Assists students with student employment questions and concerns.
- Performs related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of college and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Director of Human Resources assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy and the nature and propriety of the final results.

GUIDELINES

Guidelines include state college and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative and customer service support for department operations. Success in this position contributes to the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, faculty, staff, retirees, job applicants, other University System human resources staff, benefits providers, students, and members of the general public.
- Contacts are typically to give or exchange information, to resolve problems and to provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee frequently lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.