



CLASS SPECIFICATION

Class Code: 19075
Date Est: 07/2021
Last Rev:
Last Title Chg:
FLSA: Non-exempt
Probation: 12 Months

HUMAN RESOURCES SUPPORT SPECIALIST

DEFINITION

Under general supervision, performs technical and paraprofessional level duties in assigned human resources program areas, including recruitment and examination, workers compensation, classification, training, benefits or other related programs; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of full-time clerical experience supporting the functions of a Human Resources Department to include the use of standard Microsoft Office Suite applications (Word, Excel and Outlook at a minimum) AND an associate's degree from an accredited college or university in human resources management or a closely related field may substitute for the required experience; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license required at the time of appointment.

Notary Public within 6 months of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Maintain the recruitment applicant tracking system, the generic email in-box and the departmental Human Resources intranet and internet website; reconfigure system as appropriate; assign rights to department users; coordinate with Technology Services, staff and vendors regarding system updates, problems, needs and revisions.

Provide support to human resources manager, staff, and applicants; handle inquiries via email, phone or in person; answer questions and provide information where judgment, knowledge and interpretation are called for; troubleshoot issues and resolve complaints and refer issues to appropriate sources(s) as necessary.

Participate in the coordination of the recruitment examination planning; review schedule of past examinations and provide pertinent information to the analysts; utilize recruitment system to set up exam plans, confirm examination dates and notify applicants of schedule and testing procedures; score exams and provide recruitment reports as requested.

Coordinate and review supporting documents such as I-9's, PERS, beneficiary, etc. for completeness, accuracy, and conformity to federal, state, and County guidelines, bargaining contracts and/or control documents; correct document as appropriate; coordinate with submitting department to resolve problems; approve document and submit to appropriate authority.

Control, maintain, and update payroll transactions and employee data such as hires, terminations, merits, promotions, etc.

Participate in the coordination of open enrollment periods by providing key dates, informational presentations, relevant benefit documentation and forms to enrollees/retirees, in person or by mail.

Under direct supervision, conduct routine recruitments; prepare job announcements and advertisement; review applicant education and experience to determine conformance to well defined minimum qualifications.

Schedule, administer and proctor written, oral and performance employment examinations; order, assemble test materials, schedule testing sites and coordinate with subject matter experts for raters and/or proctors; provide training and support for raters and proctors.

Prepare for classes and maintain class material as required. Review and maintain job candidate lists; enter test scores and pass points into the recruitment system.

Coordinate background check and fingerprint processes for employees and volunteers in accordance with laws, regulations and TMFPD policies and procedures; maintain confidential records.

Maintain, audit and update official human resources files and specialized databases pertaining to TMFPD employees and/or applicants; review content of data and documents ensuring compliance with applicable rules, regulations, codes, contracts and policies.

Review source documents for completeness, accuracy and conformity to TMFPD policies/procedures, bargaining contracts and/or control documents; correct document as appropriate; coordinate with HR Manager and others involved to resolve problems.

Initiate and maintain resource materials (e.g., claim forms, benefit booklets, information sheets), and update and distribute as necessary.

Review, process and submit workers' compensation documentation and claims to workers compensation provider and third party administrator; ensures accuracy and completeness and timely reporting in accordance with applicable laws and regulations; tracks claims for annual reporting and worker safety; coordinate with staff to ensure continuation of pay or light duty status.

Participate and assist in the coordination of health and benefit events; coordinate employee notifications and other aspects to educate employees and distribute information about benefits and special wellness issues.

Review and verify unemployment compensation claims.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

District organizational structure.

Departmental and divisional policies and procedures.

Laws, regulations, standards and collective bargaining agreements related to the maintenance of human resources records, training, workers compensation, online recruitment and processing of transactions.

Read and interpret employee benefit plan documents, state statutes, federal legislation, program rules, regulations, policies and procedures to assist employees as needed.

District human resources and payroll practices and procedures.

Office filing, record management systems and records retention.

Computer programs and software specific to the department, and assigned duties including interactive databases.

Audiovisual and presentation equipment.

Ability to:

Analyze and develop changes in operating processes and procedures.

Research and analyze issues, identify problems and present alternative solutions.

Provide training to the public, management, support staff and others as required.

Effectively represent the programs, operations and functions of the Human Resources division with the public, staff and other government agencies.

Explain pertinent regulations and standards, including administrative and departmental policies and procedures.

Interpret and apply a variety of codes, ordinances and labor contracts.

Read, comprehend and apply federal, state and local laws, statutes, codes, regulations and standards related to human resources management.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.*)

Knowledge of:

Human Resources and payroll practices and procedures in a public environment.

General office practices and procedures.

Data collection, entry and management.

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

Principles of administrative support functions.

Modern methods and techniques of data collection, recordkeeping and report preparation.

Computer software including word processing, spreadsheets, presentation and databases.

Skill:

Attention to detail.

Critical thinking.

Ability to:

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Plan, organize and implement work procedures to accommodate strict deadlines.

Handle multiple tasks simultaneously, prioritize and organize own workload.

Research, compile, tabulate, evaluate and interpret data and information.

Collect, verify and enter data and process source documents appropriately.

Create and maintain computer spreadsheet applications.

Perform accurate mathematical calculations including percentages, fractions and statistics.

Communicate in a clear, concise manner, both orally and in writing.

Make effective oral and visual presentations in front of individuals and groups.

Type and enter data at a speed necessary for successful job performance.

Create, revise and print emails, memos, letters, reports and spreadsheets using computer software.

Deal with stressful situations in a calm, objective manner.

Read, interpret and apply bargaining agreements, human resources rules, regulations and policies.

Proofread a variety of routine and non-routine documents for accuracy and completeness.

Establish and maintain effective working relations with all customers, internal and external.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment and operate office equipment including computers, telephones, calculators, copiers, fax machines and audiovisual equipment. Ability to lift and carry objects weighing up to 25 lbs. Ability to occasionally work outdoors.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.