

COUNTY OF SOLANO
CLASS SPECIFICATION
HUMAN RESOURCES ASSISTANT (SENIOR)

Effective Date: 09/10/2014

CLASS SUMMARY:

Under general supervision leads Human Resources Assistants, assists the Benefits and Fiscal Manager with the administration of the Countywide database that supports human resources activities, and performs the same work as that performed by the Human Resource Assistant class.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Benefits and Fiscal Manager** class which plans, organizes, coordinates, and supervises the operations of the benefits unit within the Department of Human Resources; manages the Countywide database that supports human resources activities including the accurate payment of salaries and benefits to County employees; serves as the fiscal officer for the Department of Human Resources which includes the oversight of the Department's budget, and acts as a working supervisor by performing the most complex, technical, and sensitive assignments; and the
- **Human Resources Assistant** class which performs a wide variety of administrative, technical and paraprofessional work in support of employee benefits, recruitment and personnel services.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by the Benefits and Fiscal Manager
- No supervision is exercised over others; however, employees in this class perform lead duties.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Performs lead worker duties over Human Resources Assistants such as:
 - providing on-the-job training;
 - passing on instructions received from supervisor and getting work started;
 - distributing work among staff;
 - monitoring status of work being performed and keeping supervisor informed of work progress and likelihood of meeting timelines and required deadlines;
 - reviewing work of assigned crew, informing supervisor of customer feedback, work quality, conduct problems, etc. and providing input on performance to supervisor;
 - ensuring accuracy and timeliness of timesheets and monitoring leave schedules;
 - resolving informal employee complaints; and

- ensuring work is performed safely and efficiently.
- Assists the Benefits and Fiscal Manager in the administration of the Countywide database that supports human resources activities by, for example, ensuring personnel information is processed on a timely basis, training system users, testing system functionality, troubleshooting system problems, creating and running query reports, processing cost-of-living adjustments, maintaining and revising system tables (for example, inserting new benefit plans), and correcting errors.
- Assists the Benefits and Fiscal Manager in preparing and monitoring the division's annual budget by, for example, reviewing expenditures and incoming bills, noting increases in fixed costs and other expenses, and preparing financial and statistical reports, spreadsheets, and forms.
- Performs the same duties as the work being led, to include attending job fairs and benefit fairs.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** High School Diploma, GED, or equivalent;
- AND**
- **Experience:** Two (2) years of experience as a Human Resources Assistant in Solano County or comparable position.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.
- Applicants are required to possess a typing certificate with a net typing speed of forty (40) words per minutes.

Note: The driver's license must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Standard and accepted principles of leadership, on-the-job training, and work review.
- Laws, regulations and policies applicable to work performed such as those related to personnel transactions, employee benefits transactions, exam proctoring, recruitment and selection, training, employee relations, appeal and grievance processing, and other Human Resources areas.
- Automated personnel systems.
- Payroll and position control practices.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.

- Basic mathematics for developing, preparing and completing numerical, budgetary, and/or statistical reports.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Distribute work and provide work directions, review work performance and conduct of staff, and provide on-the-job training to staff led.
- Understand, interpret and apply applicable laws, regulations and policies and use good judgment in their application.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Represent the office in meetings with representatives from various County and non-County organizations, with local businesses, with customers, and/or with the general public.
- Establish good relationships with the public and with customers and provide customer service that meets and exceeds unit goals and expectations.
- Prepare a variety of written communications to include narrative and statistical reports.
- Maintain accurate records and document actions taken.
- Gather and analyze data, establish and identify needs and draw conclusions.
- Perform a variety of technical and specialized tasks and functions in an independent, competent and timely manner.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Schedule and proctor exams.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS :

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e., sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling (Light Work): Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. This class also requires employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class.
- Independent Travel: Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 09/10/2014
- Date Adopted by the Board of Supervisors: 10/07/2014