HUMAN RESOURCES SPECIALIST

DEFINITION

Under general direction, performs complex and responsible technical and clerical work for the Director of Human Resources in the administration of the City's Human Resources program. Completes related work as required.

DISTINGUISHING CHARACTERISTICS

An incumbent in this position is a Human Resources generalist performing a wide range of personnel assignments in administering and processing health and welfare benefits; managing the administrative duties associated with the Personnel Board and overseeing the preparation and management of all employee requisition and action forms; managing the office and providing administrative support to the Director of Human Resources, Senior Management Analyst and the Human Resources Analysts.

EXAMPLES OF DUTIES

Maintains frequent, sensitive and critical contacts with public and private agencies, other departments, professionals and officials; transmits information, decisions and directives. Answers inquiries by phone or mail; investigates and resolves complaints or provides information, explains departmental or City procedures; exercises judgment in giving information and proper disposition of problems; composes correspondence and prepares reports. Maintains employees' personnel records and departmental records; provides information to employees regarding benefits. Screens telephone calls and visitors; receives, screens and routes incoming mail for appropriate action and follows up on its disposition; arranges for meetings and conferences and assists in providing material on information to be discussed. Interprets and apply rules and regulations of the classified service. Keeps abreast of pertinent information and changes in City procedures and regulations.

Prepares and signs inter-office memoranda and requisition forms; elicits employee evaluation forms for all departments by preparing and transmitting initial forms. Manages performance appraisal forms for distribution in accordance with established procedures. Serves as Secretary for the Personnel Board, other related meetings, and disciplinary and appeal hearings by collecting, preparing, and sending agendas, taking and transcribing minutes, and typing and distributing minutes and other material. Manages distribution of performance appraisals schedule and retiree health reimbursement checks. Administers Department of Motor Vehicles (DMV) Pull Program, tracks employee driving records and issues quarterly department list of commercial drivers’ medical expirations. May assist in responding to internal and external surveys. May assist department personnel with data entry on applicant tracking program, proctoring Civil Service examinations, and in administering certification of active Civil Service Employment Lists using computerized applicant tracking program.
Provides support to the Senior Management Analyst and Human Resources Analysts. Administers the documentation requirements of the 1986 Immigration and Control Act. Prepares and processes required Human Resources’ forms, such as new employee forms and employee Action Forms. Assists with preparation and publication of the employee newsletter. Maintains and orders office supplies.

**MINIMUM REQUIREMENTS**

**Ability to:** Communicates effectively both orally and in writing; speaks to and direct large groups; Interacts positively and cooperate with co-workers, responds politely to customers, works as a team member, functions under demanding time pressure, responds in a positive manner to supervision, attends work and perform duties on a regular and consistent basis. Understands and applies instructions, rules, regulations and policies including the City’s *Rules and Regulations of the Classified Service*; analyzes, processes and schedules detailed work accurately; learns, understands, and communicates employee benefit parameters and regulations, learns and uses all Microsoft Office Suite applications, Human Resources Information System (HRIS), applicant tracking system and other City software programs. Transcribes proceedings at meetings of commissions, boards or special committees; exercises good judgment in matters of a confidential nature; works independently in absence of supervision.

**Knowledge of:** Appropriate English grammar and spelling; current office equipment and methods including operation of computer programs, including advanced, competent use of Microsoft Word; record keeping and organizational practices; basic arithmetic; and certain federal, state and municipal personnel regulations.

**Education:** Graduation from high school or equivalent and an AA degree.

**Experience:** Two years of experience in responsible administrative and human resources technical work that involved regular contact with the public.

**License:** Possession of a valid Class C California Driver's License.

Rev: 4/2019