

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ASSOCIATE HUMAN RESOURCES REPRESENTATIVE

SUMMARY DESCRIPTION

Under the general supervision of assigned supervisory or management staff, perform routine technical duties in support of the District's Human Resources Office; apply applicable federal, state, and local laws, codes, and regulations as well as District administrative and departmental policies, procedures, and programs; and provide information and assistance to District staff and the general public.

The Human Resources Representative series is a confidential classification series. As such, incumbents perform duties that involve gathering or reviewing information or data concerning employee grievances or discipline matters, or data relating to or containing information about employer bargaining positions, negotiation strategies, or proposals.

DISTINGUISHING CHARACTERISTICS:

This is the entry-level class in the Human Resources Representative series. This class is distinguished from the Human Resources Representative by the performance of the more routine tasks and duties assigned to positions within the series including working in collaboration with and providing assistance to higher level Human Resources Representatives and assuming responsibility for less complex assignments. Duties will overlap with the Human Resources Representative level but positions at the Associate level are not expected to function with the same amount of program knowledge or skill level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of routine technical duties involved in assisting in the administration of various Human Resources Office programs, functions, and services; participate in implementing, monitoring, and controlling services, functions, and activities in compliance with District policy and procedures, federal and state rules and regulations, and labor relations contracts. ***E***
2. Respond to questions and requests for information and assistance from District employees, interested applicants, outside agencies, or the general public over the phone, in writing, or in person; provide technical and procedural information regarding the application of rules, District policy, procedures, and practices. ***E***
3. Assist in the implementation of systems and procedures pertaining to human resource functions and operations; participate in ensuring human resources programs and activities are implemented in compliance with federal and state laws, rules, and regulations. ***E***
4. Prepare and maintain a variety of files, logs, spreadsheets, and records including confidential personnel records; record and update employee changes; ensure proper authorization of various employment actions. ***E***
5. Participate in orientations for employees on various programs including new employee and health and welfare benefit orientations; provide information and assistance regarding the completion of employment forms; assess transcripts and experience to establish minimum qualifications and salary placement; submit required forms to payroll. ***E***
6. Assist in recruitment and selection activities; review applications for positions; verify mandated minimum qualifications and Education Code requirements; ensure proper college accreditation, degrees, and employment background; organize, schedule, and coordinate recruitment interviews and programs; serve on interview panels as requested. ***E***

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7. Assist in the administration of the District's benefits programs; participate in assisting new, active, retired, terminated, and COBRA employees and participants in the selection and maintenance of, changes to, and issues concerning health and welfare benefits. *E*
8. Assist other staff in organizing, monitoring, evaluating, and reconciling the position control system; review position control reports; perform daily human resources operations in various areas of position control maintenance. *E*
9. Participate in implementing the evaluation process for employees; prepare and monitor related documents; participate in administering student evaluations of academic staff. *E*
10. Participate in a variety of special projects as requested; compile, prepare, proofread, and format data and information for periodic and special projects and reports. *E*
11. Generate and prepare a variety of detailed and confidential reports including those for presentation to management staff; assist in conducting research on current and archived human resource and payroll data as needed. *E*
12. Prepare various documents including agendas, forms, correspondence, and salary schedules; assemble packets for various committee meetings. *E*
13. Serve as a member on various committees; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of human resources. *E*
14. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Principles and practices utilized in the technical human resources programs.
Information and resources available related to areas of assignment.
Principles and practices used preparing and reviewing a variety of human resources data.
Principles and procedures of confidential record keeping and filing.
Principles and practices used in the preparation of comprehensive, clear, and concise reports.
Principles of business letter writing.
Methods and techniques of customer and public relations.
Interpersonal skills using tact, patience, and courtesy.
Mathematical principles.
Pertinent federal, state, and local codes, laws, and regulations concerning various human resources programs including applicable sections of the State Education Codes.
District organization, operations, policies and objectives.
English usage, grammar, spelling, punctuation, and vocabulary.
Modern office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
Public speaking and written communication skills.

Ability to:

Assist in implementing technical aspects of various District's human resources programs, functions, and services.
Perform a variety of routine technical paraprofessional duties in support of the Human Resources Office including in the areas of recruitment and selection, position control, HRIS management systems, classification and compensation, benefits administration, employee training, and other program areas for classified and academic personnel.
Learn District organization, operations, policies and objectives.
Perform a variety of technical work in the preparation, maintenance, and review of records, files, reports, and correspondence.
Compile, analyze, and interpret data and information.

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Maintain current knowledge of, understand, apply, communicate, and explain pertinent federal, state, and local policies, procedures, laws, rules, regulations, requirements, and restrictions.
Apply administrative and departmental policies and procedures.
Express concepts clearly in oral and written communications.
Provide information to others concerning various human resources policies and practices.
Exercise judgment, diplomacy, and discretion in handling matters of a sensitive nature
Promote and maintain positive staff, student, and community relations.
Work confidentially with discretion; maintain confidentiality of work performed.
Plan and organize work to meet schedules and time lines; meet critical deadlines while working with frequent interruptions.
Make arithmetic calculations quickly and accurately.
Type or enter data at a speed necessary for successful job performance.
Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
Adapt to changing technology and quickly learn functionality of new applications and systems.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college level course work in human resources management, business administration, or a related field OR two years of increasingly responsible paraprofessional human resources experience preferably in an educational or other public agency setting.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.