

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: HUMAN RESOURCES ADMINISTRATIVE SUPPORT**

### **SUMMARY DESCRIPTION**

Under the direction of assigned supervisory or management staff, perform a wide variety of difficult, specialized, and confidential administrative support and secretarial duties in support of the Human Resources Division; perform duties related to the implementation of and compliance with District collective bargaining contracts, policies, and procedures as well as rules, regulations, laws, and California Education Code related to District employment; and research and compile complex and sensitive data.

This is a confidential classification. 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.

### **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. Research, interpret, apply, and explain information related to the administration of and compliance with District collective bargaining contracts, Human Resources rules and regulations, and related laws and Education Code; research and respond to requests, questions, and complaints requiring interpretation of rules, policies, and procedures from employees, supervisors, managers, legal counsel, and others. **E**
2. Research, collect, analyze, and monitor data for specialized Human Resources reports including confidential reports; review and verify data accuracy. **E**
3. Provide confidential administrative support to the Human Resources Division; draft, compose, edit, and prepare a variety of correspondence, agreements, contracts, and other documents related to a wide variety of employee matters including discipline, lay-offs, and extended leaves; prepare presentations utilizing various presentation software and technology; prepare and distribute meeting agendas; take meeting minutes and transcribes for distribution. **E**
4. Organize, establish, and maintain a variety of complex, interrelated filing systems including confidential files on a variety of subjects; assemble, post, and file data in specialized records. **E**
5. Participate in a variety of Human Resources Division functions and activities; process and track statutory leaves and status; assist with recruitment processes; assist in scheduling interviews and making room reservations; assist in processing new employees including scheduling pre-employment physicals, social security e-verify, live scans, and reporting new employee information. **E**
6. Coordinate and oversee confidential matters related to negotiations, collective bargaining, and litigation; research, prepare, and type a variety of documents and materials in support of the collective bargaining process. **E**
7. Maintain and update the administrator's calendar; schedule and coordinate meetings, arbitrations, mediations, and other appointments. **E**

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Human Resources Administrative Support - *Continued***

8. Make and confirm travel arrangements and reservations for the Human Resources Division; complete request forms, authorizations, and reimbursements; verify availability of funds for travel expenses; prepare itineraries and schedules. ***E***
9. Coordinate and make arrangements for assigned events; assemble, prepare, and distribute related materials and announcements; schedule, reserve, and set up event locations and equipment; arrange for refreshments or catering. ***E***
10. Provide training, support, and backup for the Human Resources Division staff as needed. ***E***
11. Attend a variety of meetings, training sessions, conferences, committees, workshops, and seminars. ***E***
12. Update job knowledge by participating in educational opportunities and reading professional publications. ***E***
13. Greet visitors; answer and screen telephone calls; provide information regarding job vacancies, applications and hiring process in person or over the telephone to staff and general public; sort and prioritize mail and correspondence for administrator's personal reply or signature. ***E***
14. Maintain subscription renewals; order and maintain office supplies. ***E***
15. Prepare and process purchase orders; assist in monitoring budget expenditures and maintaining expenditure records. ***E***
16. Operate a variety of office equipment including copiers, fax machine, calculator, and computer equipment; utilize various computer applications and software packages; input, maintain, and utilize data to develop reports using spreadsheet software; manage assigned database; maintain and generate reports from a database or network system; create, format, and revise charts, graphs, worksheets, booklets, brochures, and forms using word processing, desktop publishing, and other computer applications. ***E***
17. Respond to the immediate needs of administrators and other staff members as appropriate. ***E***
18. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Operations, procedures, methods, services, activities, functions, and programs of the human resources program area.

Office management and work organization principles and practices.

Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other requirements related to human resources.

Principles and techniques used in customer and public relations including methods and techniques of proper receptionist and telephone etiquette.

Modern office practices, procedures and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and HRIS management systems.

Principles and procedures of confidential record keeping.

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Human Resources Administrative Support - *Continued***

Principles, practices, and procedures of fiscal, statistical, and administrative research and report preparation.

Basic mathematical concepts.

English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Principles of business letter writing.

District organization, operations, policies and objectives.

**Ability to:**

Provide a variety of specialized confidential administrative support requiring a broad knowledge of the human resources program area and related services and activities.

Perform a variety of difficult and complex administrative support duties on behalf of the human resources function involving independent judgment in the interpretation, application, or modification of existing procedures.

Understand, remain current, and apply and explain pertinent contracts, policies, procedures, rules, regulations, laws, and codes related to the Human Resources Division with good judgment.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Plan and organize work to meet schedules and changing deadlines.

Provide work direction and guidance to others.

Demonstrate sound judgment in the application and interpretation of existing methods and procedures and in recognizing scope of authority.

Exercise discretion and maintain confidentiality in maintaining critical and sensitive information, records, and reports.

Make simple mathematical calculations.

Research, compile, and interpret data and information.

Independently prepare correspondence and memoranda.

Work independently and effectively in the absence of supervision.

Respond tactfully, clearly, concisely, and courteously to requests, inquiries, concerns, and needs from students, staff, other agencies, or the public.

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

Use correct English usage, grammar, spelling, punctuation, and vocabulary.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

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 business administration, human resources, or a related field and four years of increasingly responsible administrative support experience.

**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.*

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Human Resources Administrative Support - *Continued***

**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.

Created: March, 1995  
Ewing & Company

Revised: September, 2019  
*Forsberg Consulting Services (Title changed from Human Resources Secretary)*

Revised: July, 2022  
*Human Resources*