

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: HUMAN RESOURCES CLERICAL ASSISTANT**

### **SUMMARY DESCRIPTION**

Under the direction of assigned supervisory or management staff, perform a full range of specialized clerical duties requiring the application of specific human resources knowledge as well as advanced clerical skills in support of the Human Resources Department; assume routine programmatic duties and responsibilities specific to area of assignment; and provide a wide variety of reference and resource information related to the Human Resources Department to District staff and the general public.

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. Plan, organize, prioritize, schedule, and coordinate a wide variety of specialized clerical and office support duties related to the Human Resources Department; evaluate the flow of office work and ensure that work is performed in a timely and accurate manner; review, update, and inform staff of essential timelines; discuss and review calendar of events on a regular basis with assigned staff to ensure timely coordination of office activities and status of assigned functions and projects. **E**
2. Perform a variety of advanced clerical and routine programmatic and staff support duties requiring the application of human resources program knowledge and specialized clerical skills in support of Human Resource Department activities, programs, or functional areas including to process new hire paperwork for assigned groups, provide employment verifications, and assist with the interview process. **E**
3. Coordinate communications and serve as contact, liaison, and resource for assigned activities and functions with staff and the general public; conduct basic research of information related to Human Resource Department policies and procedures; prepare and disseminate information where knowledge of policies and procedures are necessary; provide applicable reference and resource information. **E**
4. Assist in preparation of data or documents concerning employee grievances or containing information about the employer's bargaining position, negotiating strategy, or proposals. **E**
5. Compile, tabulate, summarize, record, and review data and information from various sources on a variety of topics related to area of assignment; prepare appropriate forms, schedules, and reports including State and federally mandated reports. **E**
6. Review and verify materials, applications, records, and reports for accuracy, completeness, conformance, and compliance with rules, procedures, regulations, policies, and other mandates. **E**
7. 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; maintain manuals and updated resource materials. **E**

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8. Prepare and/or proofread a wide variety of materials from rough drafts or oral instructions; compose correspondence and memos; distribute as appropriate. ***E***
9. Initiate and receive communication from District departments and personnel, community, and State agencies and organizations, public schools, and vendors as required; refer complaints and issues to appropriate personnel according to established guidelines. ***E***
10. Receive, open, and distribute mail for the Human Resources Department. ***E***
11. Operate a variety of office equipment including copiers and computer; 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, charts, worksheets, booklets, brochures, and forms using word processing, desktop publishing, and other computer applications. ***E***
12. Provide assistance in person, on the telephone, and/or on-line for the Human Resources Department; greet students, visitors, and others; provide information and assistance regarding programs, procedures, and activities; explain application requirements and restrictions; provide forms and assistance in their completion as appropriate. ***E***
13. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

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

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

Interpersonal skills using tact, patience, and courtesy.

Services, activities, functions, programs, and operations of the human resources program area.

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

Work organization principles and practices.

Principles and procedures of confidential record keeping.

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

Basic mathematical concepts.

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

Oral and written communication skills.

**Ability to:**

Provide specialized clerical support requiring broad knowledge of Human Resources Department services and activities.

Understand, remain current, and apply and explain pertinent policies, procedures, and activities related to the Human Resources Department with good judgment.

Perform a variety of specialized clerical duties involving independent judgment in the interpretation, application, or modification of existing procedures.

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Demonstrate sound judgment in the application and interpretation of existing methods and procedures and in recognizing scope of authority.  
Research, compile, and interpret data and information.  
Independently prepare routine correspondence and memoranda.  
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.  
Work independently and effectively in the absence of supervision.  
Understand and follow oral and written directions.  
Respond tactfully, clearly, concisely, and courteously to requests, inquiries, concerns, and needs from students, staff, other agencies, or the public.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.  
Type and enter data at a speed necessary for successful job performance.  
Use correct English usage, grammar, spelling, punctuation, and vocabulary.  
Plan and organize work to meet schedules and changing deadlines.  
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: Graduation from high school supplemented by course work in business administration, human resources, office procedures and equipment, or other related field and two years of clerical and administrative support experience. Experience in human resources, preferably within a community college or a comparable educational, setting is desirable.

**LICENSE OR CERTIFICATE**

Valid California driver's license and a safe driving record may be required to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

**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.

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

Created: October, 2011  
*Forsberg Consulting Services*

Revised: April, 2019 (Class Reinstated)  
*Forsberg Consulting Services*