

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: HUMAN RESOURCES REPRESENTATIVE**

#### **SUMMARY DESCRIPTION**

Under the direction of assigned supervisory or management staff, perform a variety of technical duties in support of the District's Human Resources Office; interpret and 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 experienced, full journey level class within the Human Resources Representative series. Employees within this class are distinguished from the Associate Human Resources Representative by the performance of the full range of duties as assigned. Employees at this level: seek opportunity for professional growth; continue to assume greater responsibility; receive only occasional instruction or assistance as new or unusual situations arise; and are fully aware of the operating procedures and policies of the work unit. Positions at this level refer more difficult or sensitive situations to higher level positions as appropriate. The Human Resources Representative is distinguished from the Senior Human Resources Representative level in that positions at the "Senior" level: demonstrate the ability to assume responsibility for larger, more complex projects; perform duties with greater independence as determined by higher level supervisory or management staff; and provide lead direction on a regular basis to other positions in the Human Resources Representative class series.

#### **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. Independently perform a variety of responsible specialized technical duties involved in assisting in the administration of various Human Resources Office programs, functions, and services; implement, monitor, and control services, functions, and activities in compliance with District policy and procedures, federal and state rules and regulations, and labor relations contracts; recommend changes to existing procedures within the program area. ***E***
2. Serve as liaison with other departments, outside agencies, and service providers; develop and provide in-house training programs to ensure District employees understand and comply with various rules, regulations, and policies. ***E***
3. 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 specialized, technical, and procedural information regarding the interpretation and application of rules, District policy, procedures, and practices including but not limited to various processes, eligibility, applicable sections of the Education Code, and contract and employee handbook interpretation. ***E***
4. Assist in the development and implementation of systems and procedures pertaining to human resource functions and operations; participate in ensuring human resources programs and activities are administered and implemented in compliance with federal and state laws, rules, and regulations; assist in the revision of personnel procedures and forms. ***E***
5. 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; audit personnel records to ensure compliance with various procedures and processes. ***E***

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6. Provide 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*
7. Participate 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*
8. Assist in the administration of the District's benefits programs; coordinate and 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*
9. Organize, monitor, evaluate, and reconcile the position control system; audit and review position control reports; perform daily human resources operations in various areas of position control maintenance; ensure the integrity and accuracy of the position control system and data. *E*
10. Coordinate evaluation process for employees; prepare and monitor related documents; administer student evaluations of academic staff. *E*
11. Participate in a variety of special projects as requested; research, compile, analyze, prepare, proofread, and format detailed data and information for periodic and special projects and reports. *E*
12. Generate and prepare a variety of detailed and confidential reports including those for presentation to management staff; evaluate reports for integrity and accuracy of data; conduct research on current and archived human resource and payroll data as needed. *E*
13. Prepare various documents including agendas, forms, correspondence, and salary schedules; assemble packets for various committee meetings. *E*
14. 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*
15. Provide training and work direction to assigned employees. *E*
16. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Principles and practices utilized in the technical human resources program coordination and administration.

Information and research resources available related to areas of assignment.

Principles and practices used preparing, reviewing, and evaluating 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.

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Basic principles and practices utilized in providing training and work direction to staff.

**Ability to:**

Assist in organizing and administering technical aspects of various District's human resources programs, functions, and services.

Independently perform a variety of 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.

Perform a variety of complex technical work in the preparation, maintenance, and review of records, files, reports, and correspondence.

Research, compile, analyze, and interpret data and information.

Maintain current knowledge of, understand, interpret, apply, communicate, and explain pertinent federal, state, and local policies, procedures, laws, rules, regulations, requirements, and restrictions.

Interpret and apply administrative and departmental policies and procedures.

Exercise initiative and work independently on assigned projects.

Express difficult concepts clearly in oral and written communications.

Provide specialized information to others concerning various human resources policies and practices.

Exercise judgment, diplomacy, discretion, and a high level of independence 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.

Work independently with very little or no direction.

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 AND two years of increasingly responsible paraprofessional human resources experience at a level comparable to an Associate Human Resources Representative with Southwestern College. Experience in an educational or other public agency setting is highly desirable. A Bachelor's degree may substitute for up to one year of 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.*

**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.

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**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, 2016 (Consolidates Benefits Specialist, Human Resources Technician - Academic, Human Resources Technician – Classified, and Human Resources Position Control Technician)  
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