



City of Klamath Falls

Position Description

Position: Human Resources Assistant	Group: Non-represented/Confidential
Department: Support Services	FLSA: Exempt
Evaluated by: City Manager/Support Services Director	Salary Grade: 116

Summary

Provides clerical and technical support to human resources functions such as recruitment and selection and equal employment opportunity. Provides support and coordination of certain aspects of the employment process. Provides cross-functional reception and processes a variety of customer support functions.

Distinguishing Career Features

The Human Resources Assistant represents a specialized position within the Human Resources administration career path. This position requires a demonstrated ability to process human resources transactions such as detailed entry or changes to human resources biographic information, receipt and organization of applications for employment, and general support to recruitment processes.

Essential Duties and Responsibilities

- Receives and screens telephone calls and inquiries, providing information and/or referring caller to appropriate individual(s) and/or organizational unit(s) for response.
- Greets visitors, staff, and the public, responding to questions about employment and general information.
- Prepares reports, correspondence, notices, memoranda, charts, forms, agendas, and other documents in support of employment and related functions.
- Receives, processes, and distributes departmental mail.
- Researches, responds to, or refers employees’ questions about personnel policies and procedures.
- Maintains and updates information for personnel and subject matter files, ensuring proper treatment of confidential or private information.
- Performs general data entry such as, but not limited to, updating of contact lists used for recruiting, assembling data and information for surveys and reports.

- Performs specialized data entry for updating payroll and biographic information contained in human resources information systems.
- Prepares and distributes position vacancy announcements. May create for review and approval, vacancy advertisements to newspapers, periodicals or social media/online career boards. Coordinates posting of position vacancies on City and other websites.
- Accepts and processes online job applications for recruited positions. Examines applications for completeness and required information, including, as appropriate, transcripts, certifications, licenses. Enters demographic data into applicant tracking system, ensuring up-to-date information on applicants and deleting outdated information.
- Assembles applications, supporting materials, and interview/rating guides for hiring panels. Communicates with candidates on logistics.
- Administers and scores skill and other tests taken by job candidates. Uses established scoring templates and/or guides.
- Follows through with job applicants, contacting successful candidates for interviews, and communicating with those not receiving interviews.
- Receives and processes pre-employment supplemental information requests such as background checks. Enters information into City's human resources database.
- Provides employment and general information about the City to prospective job applicants. Responds by letter to inquiries of persons interested in employment, compiling and forwarding special request information as requested.
- Receives, processes, and/or forwards to the appropriate source, employee information updates such as, but not limited to benefits, dependents, and status changes.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires a basic knowledge of generally accepted personnel services practices, including fair employment practices and laws. Requires a basic knowledge of the features of job classification, compensation, and employee benefit plans. Requires demonstrated skills at using a personal computer for word processing, tabulating data on spreadsheets, accessing and entering data into relational databases, verifying numerical and demographic information, and entering information into established software programs. Requires sufficient human relation skills to convey technical concepts to others, exercise patience in working with a diverse customer base, to deal with sensitive and confidential information, to give instructions, and to facilitate discussions with individuals. Requires sufficient math skills to compute sums, averages, ratios, products, and quotients. Requires excellent language, grammar, and writing skill to prepare professional correspondence in the form of letters, emails, and memos.

▪ Abilities

Requires the ability to carry out all aspects of the position. Requires the ability to learn, apply and interpret the policies, procedures, techniques, and rules governing human

resources management. Requires the ability to achieve harmony and cooperation in communications with others. Requires the ability to prepare professional correspondence for routine communications with internal and external customers. Requires the ability to learn and interpret provisions of collective bargaining agreements. Requires the ability to maintain up-to-date files and ensure security and privacy of human resources information. Requires the ability to work cooperatively with a variety of entry level and professional and technically skilled applicants. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

- **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit, often for long periods of time, and move to various City locations on an occasional basis. Requires the near visual acuity to read printed materials and a computer screen. Requires auditory ability to carry on conversations in person and over the phone. Requires the ability to retrieve work materials from overhead, waist and ground level files. Requires manual and finger dexterity to write and keyboard at an acceptable rate and operate a computer, and other office equipment, almost constantly requiring repetitive motions.

- **Education and Experience**

The position typically requires an Associates Degree with coursework in business, human resources, or a related discipline and two years of progressively responsible experience. Additional experience may substitute for education.

- **Licenses and Certificates**

Requires a valid Oregon driver's license.

- **Working Conditions**

Work is performed in an office environment with minimal health and safety considerations.

- **Pre-Employment**

Job offers for this position are contingent on the individual passing a pre-employment drug screen and a criminal background.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.