

CITY OF RIALTO

Approved by City Council:
FLSA Exemption Status: Non-Exempt

Group: Rialto City Employees' Association
DOT Participant: No

HUMAN RESOURCES/RISK MANAGEMENT ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a wide variety of clerical and administrative duties in support of City human resources and risk management programs; to assist in the maintenance of a variety of files and employee records; to assist in the preparation of various correspondence and memoranda; and to perform a variety of clerical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives close to general supervision from the Senior Human Resources Analyst, Human Resources Risk Management and/or Director of Human Resources and Risk Management.

DISTINGUISHING CHARACTERISTICS

This is the entry level clerical class within the Human Resources series. Positions at this level work under close to general supervision, where work is assigned and reviewed. Tasks are considered routine, transactional, and performed within prescribed standards, policies and procedures. This class is distinguished from the Human Resources/Risk Management Specialist by the difficulty and complexity of work assignments assigned to the higher level where incumbents perform technical duties associated with recruitment and selection, as well as other functional areas of the department.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Provide clerical duties in support of all human resources and risk management programs including recruitment, selection, classification, compensation, benefits, risk management, and related areas.
2. Receive, sort, direct and process all incoming and outgoing mail; receive telephone calls and direct to appropriate staff member; take and deliver messages.
3. Prepare, maintain and update personnel records; process and verify employee status changes, transfers and related actions.
4. Within established guidelines, provide information and general assistance to City staff regarding personnel policies, procedures, and processes.
5. Input and retrieve a variety of data and information regarding personnel administration using a computer terminal; update and verify data; generate reports.
6. Provide general clerical and administrative support to the Director of Human Resources and Risk Management; compose and type letters, memoranda and other correspondence related to personnel programs and activities.
7. Prepare, receive and process a variety of personnel related forms including personnel change forms, benefits forms, enrollment forms and related documents; distribute as appropriate.
8. Provide assistance in special events including benefits fairs, recognition programs, safety activities and related

CITY OF RIALTO
Human Resources/Risk Management Assistant (*Continued*)

events; prepare and disseminate flyers, brochures and notices; coordinate participation from vendors and employees.

9. Respond to requests for information from employees, vendors and outside agencies; within established guidelines, release information or refer to appropriate staff; provide information in a courteous manner.
10. May provide assistance in new employee orientation; schedule orientation meetings; provide information on City benefits programs, policies and procedures; provide assistance in completing enrollment forms; process new hire payroll forms; notify other departments as required.
11. As assigned, provide assistance in special projects.
12. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Basic operation, services and activities of a human resources department.
- Basic understanding of personnel policies and procedures in assigned program areas.
- Business letter writing and basic report preparation.
- Policies and procedures governing the retention and release of confidential information.
- Principles and procedures of record keeping.
- Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
- English usage, spelling, grammar and punctuation.
- Basic mathematical principles.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Perform a variety of clerical and administrative duties in support of human resources programs.
- Learn to respond to employee inquiries and requests for information within established guidelines.
- Maintain accurate and complete employee records and files.
- Type at a speed necessary for successful job performance.
- Understand and follow oral and written instructions.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain mental capacity which allows for effective interaction and communication with others.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Experience and Training Guidelines

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.
A typical way to obtain the knowledge and abilities would be:*

Experience:

Two (2) years of increasingly responsible human resources program clerical or administrative support.

Training:

CITY OF RIALTO
Human Resources/Risk Management Assistant (Continued)

Equivalent to completion of the twelfth grade.

Licenses and Certifications

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

WORKING CONDITIONS

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental Conditions:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public in providing customer service. Incumbents will be exposed to outdoor environmental elements on a limited basis.

Physical Demands:

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Must be able to sit for prolonged periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Mental Demands:

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

Revised 2/5/2020