

HRSD

Position Description: Human Resources Clerk

Section I. Position Reference Information

a.	Department	General Management
b.	Division	Human Resources
c.	Position Title	Human Resources Clerk
d.	Immediate Supervisor	Chief of Human Resources
e.	Work Center	Customer Service Building
f.	Grade	2

Section II. Position Summary

Under broad guidance, the Human Resources Clerk is responsible for:

- a. Providing a wide variety of clerical assignments in support of the effective and efficient operation of HRSD's Human Resources (HR) function
- b. Interacting with and assisting in providing HR services to internal and external customers, within established policies and/or legal standards

Section III. Examples of Position Duties

- a. Professionally and courteously greets and assists internal and external customers and provides office coverage
- b. Assists HR staff in carrying out various HR programs and procedures for all HRSD employees
- c. Contributes to the achievement of Quality Improvement (QI) within the Division and Department, and participates in QI activities
- d. Serves as backup for the Coordinators including the Access/Badging system, Recruitment, Service Awards and preparing benefit and compensation materials
- e. Assists in the operational and technical duties of the HR office to include: employment application intake, assisting employees and public with employment related information and preparing a variety of written and verbal employment verifications
- f. Responsible for maintaining the confidential nature of employment and individual records
- g. Utilizes a variety of skills in maintaining various databases and record management systems such as those related to employee training and safety actions, Access, and change of addresses, phone numbers and emergency contacts
- h. General office duties include, but are not limited to preparing/drafting general correspondence for HR staff's signature, filing and copying, including mail, and has the technical ability to prepare reports and spreadsheets as needed
- i. Maintains precise record keeping under the Worker's Compensation program, including copying, faxing and filing doctor's work notes, timesheets, first reports and other correspondences
- j. Distributes, in mass, a variety of informational materials to employees
- k. Administers HRSD greeting card program
- l. Assists on special projects
- m. Performs other duties as assigned

Section IV. Position Contacts

- a. Standing Committees, Boards, and Organizations Required
Member – Human Resources QST

- b. Internal Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
All levels of HRSD Employees	Provide information on recruitment, benefits and general employment matters; direct to other HR staff as appropriate	Daily
Hiring Supervisors, Department Coordinators, and Plant Clerks	General employment information and recruitment and benefit related issues	Daily
Information Technology Division	Access System	As needed
Instrumentation	Access System	As needed

- c. External Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Applicants	General communication relating to employment, basic benefit information as needed	Daily
Vendors & other state and local agencies	Quarterly updates of salary/wages and employment verifications	As needed in relief of Coordinators

Section V. Position Accountabilities and Expectations

- a. Knowledge of, and skilled in, a variety of clerical/secretarial/administrative functions such as grammar, composition, typing, word processing, communication and file maintenance
- b. Ability to work effectively with a variety of personalities and to interact and communicate with individuals at all levels of the organization
- c. Ability to understand and carry out detailed written and oral instructions
- d. Must be able to work with minimal supervision
- e. Must be able to work in an environment with many interruptions and deadlines
- f. Ability to work in a high customer contact area
- g. Must have a high level of interpersonal skills to handle sensitive and confidential situations
- h. Position continually requires demonstrated poise, tact and diplomacy
- i. Should have knowledge of the role of HR in a large organization
- j. Ability to maintain databases by ensuring accuracy of information entered and prepare error-free correspondence and small reports using MS Office applications and database reporting protocols
- k. Must be able to accurately maintain and distinguish among multiple record management systems that contain voluminous individual records

Section VI. Working Conditions

- a. Must be able to work in a support function performing clerical/secretarial/administrative functions at a responsible level in a team-oriented culture
- b. Work requires continual attention to detail in composing, typing and proofing material establishing priorities and meeting deadlines with frequent interruptions
- c. Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands while maintaining composure
- d. Ability to learn and apply new knowledge quickly and to have or build documentation to retain it

Section VII. Physical Requirements

- a. Must have the physical dexterity to accomplish the duties defined herein
- b. Work requires lifting ability (20-50 pounds)

Section VIII. Other

- a. Medical certification of physical requirements may be required
- b. Must be currently authorized to work for any U.S. employer

Section IX. Qualification Standards

- a. Education
 - 1. Required
High school diploma or GED required with additional general office skills such as courses in typing, word processing, grammar and composition, etc.
 - 2. Desired
Formal training in administrative/secretarial skills is highly desirable
- b. Experience
 - Required
Two years increasingly responsible clerical/secretarial/administrative type of experience that involves MS Office applications, organizing voluminous records and working proactively with the internal and external customers
- c. Job-specific Technical Competencies
 - Required
 - a) Broad functional knowledge of general clerical/secretarial/administrative practices
 - b) Significant amount of experience utilizing MS Office applications
 - c) Ability to develop highly effective working relationships with all HRSD employees
 - d) Ability to learn and apply new knowledge quickly and create systems or documentation to retain it
- d. Special Licenses
 - Required
Valid driver's license from state of residence