

HUMAN RESOURCES ASSISTANT

General Statement of Duties

Performs a variety of administrative and clerical support duties for the Human Resources Department. Tasks include providing general information to employees, applicants, and citizens; answering and directing phone and in-person inquiries; preparing various correspondence, forms, and other documents; maintaining accurate databases, records, documents, and files. Performing related work as required. Work is performed under regular supervision.

Distinguishing Features of the Class

Employees in this class perform a variety of administrative and records keeping tasks. Work generally requires assisting employees and supervisors with various benefit and pay inquiries, records and information processing and a variety of other office assignments. Administrative, clerical, and records keeping duties are considered at the journey level and require tact and discretion in handling confidential and public information matters in the program areas. Precedent setting situations are referred to the Human Resources Director. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. The work requires regular contact with department heads, supervisors, employees, community leaders and considerable contact with peers from other municipalities and general public. Work is performed under the general supervision of the Human Resources Director and is evaluated through observation, reports, discussions, and the quality and effectiveness of work completed.

Essential Duties and Illustrative Examples of Work

Coordinates the Town's onboarding process which includes, but not limited to, processing E-Verify inquiries, scheduling/conducting new employee orientation, explaining software logins (HR Portal, Kronos, MUNIS ESS, etc.), and reviewing the Town's Personnel Policy.

Administers the Town's benefits programs, including but not limited to new employee enrollment, ongoing benefit changes, annual enrollment and claim inquiry review.

Administers the Town's pay and classification plan through processing position and salary changes and ensuring evaluations are completed timely;

Maintains personnel files, human resource information systems and the Town's timekeeping system to ensure consistent accuracy based on organizational, position and salary adjustments.

Maintains the Town's internal website and the departmental Kiosk.

Utilizes computerized programs, such as the Human Resources and Finance Information Systems, the timekeeping system, and Microsoft Suite programs to enter, store and/or retrieve information as necessary.

Responds to routine requests from outside organizations for employment and wage verification.

Serves as the Town's Compliance Officer for Federal, State and Local regulations, including but not limited to, FMLA, ADA, E-Verify and COBRA. Process tasks as needed to ensure

compliance.

Performs various office tasks, such as ensuring adequate office supplies are available, initially greeting customers, etc.

Receives and greets visitors; provides information as requested.

Types correspondence, memoranda, notes, reports, forms, meeting transcriptions or other materials using automated word processing systems; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials. Assists employees with explanation and interpretation of Town policies.

Acts as the departmental liaison for internal committees to ensure the Town's identified initiatives are met.

Performs related duties as required.

Knowledge, Skills, and Abilities

Working knowledge of a variety of computer software including word processing, data base management, spreadsheets, and other systems which support a human resources information bank.

Ability to plan, organize, and produce work with deadlines and under pressure and handle multiple projects and prioritize work accordingly.

Ability to communicate effectively in oral and written forms.

Ability to handle confidential information appropriately.

Ability to develop and maintain effective working relationships with department heads, supervisors, employees, vendors, and the general public.

Ability to work accurately with figures and data and compile in a readable and organized format.

Considerable knowledge of the Town's Human Resources policies, practices and procedures.

Ability to make routine administrative and personnel related decisions independently in accordance with laws, regulations and Town policies and procedures.

Knowledge, Skills, and Abilities, continued

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, kneeling, crouching, reaching, grasping, feeling, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics; operate a computer terminal, proof read materials, and do extensive reading.

Education and Experience

Associate degree in human resources management, public administration, business or a related field; or an equivalent combination of education and experience. Possession of a valid NC Driver's License.

Notary Public license issued by the State of North Carolina must be obtained within an agreed upon timeframe.

Fair Labor Standards Act (FLSA) Status

Non-Exempt

2024