

Position: Human Resources Clerk (Confidential)

Grade: 9 (Confidential Salary Schedule)

### **Summary**

Provides complex clerical support to Human Resources functions. Provides support of certain aspects of employment, employee relations, record keeping, and reporting or other support, and serve as the primary contact for front office delivering excellent customer service. Assists and supports Human Resources operations as needed.

### **Distinguishing Career Features**

The Human Resources Clerk requires knowledge of general human resources operations at coordinating various administrative aspects of Human Resources. Provides administrative support for office functions including word processing, researching files, answering phones and greeting the public. Requires the ability to maintain confidentiality and independently carry out projects, coordinating information for reports to support the department activities.

### **Essential Duties and Responsibilities**

- Responsible for maintaining excellent customer service in the HR Office Reception area.
- 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 or students in person, ascertains nature of business and provides standard information related to Human Resources and general information.
- Utilizes appropriate systems or resources as needed to assist visitors/employees with disabilities.
- Responsible for processing of temporary employees (e.g., short-term hourly, volunteers) and Board items related to their employment. Including referral, follow up, and clearance of their Live Scan fingerprints.
- Prepares reports, correspondence, notices, memoranda, spreadsheets, charts, forms, agendas, and other documents in support of employment, collective bargaining negotiations and related functions.
- Receives, handles, and files confidential and private information pertaining to the District and its employees, including employee evaluations, disciplinary actions, grievances, EEOC complaints, and information related to collective bargaining.
- Enters and maintains employee information in relational databases of human resources information (e.g., PeopleSoft, LACOE system, CalPERs Benefit system).
- 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 information.

- Performs general data entry such as, but not limited to, updating of mailing lists used for recruiting, assembling data and information for surveys and reports.
- May train, coordinate, and review the work of temporary employees hired by the Department.
- Prepares and distributes position vacancy announcements. Creates for review and approval, vacancy advertisements to newspapers and periodicals. Posts position vacancies on web sites.
- Accepts and processes job applications for recruited positions. Examines application packages for completeness and required information. Enters data onto a computer-aided file for applicant tracking, ensuring up-to-date information on applicants and deleting outdated information.
- Responds to inquiries and conveys information about services provided by the Human Resources Department. Refers difficult or sensitive matters to the appropriate manager or administrator.
- Schedules appointments and arranges meetings. Prepares schedules and informs participants, confirming dates and times.
- May assist with assembling applications, supporting materials, and interview/rating forms for selection committees. May assist with communication with candidates on logistics for recruitment and selection processes.
- Provides employment and general information about the District to prospective job applicants. Responds by letter to inquiries of persons interested in employment, compiling and forwarding special request information (e.g., schedules, maps, etc.) as requested.
- Processes documents requiring knowledge of the special terminology, policies and procedures of department or area of specialized function such as contracts and vendor arrangements. Monitors budgets and contractual provisions.
- Assist HR personnel as directed.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

## **Qualifications**

### **Minimum Qualifications for Education and Experience**

Requires a high school diploma or the equivalent, plus one year of post-secondary course work in Secretarial Science, Human Resources, or a related area and 2 years of progressively responsible experience in a customer service environment. Experience in Human Resources or closely related function is preferred.

### **Knowledge and Skills**

The position requires professional knowledge of:

- Basic knowledge of generally accepted Human Resources practices
- Sensitivity to, and understanding of, the diverse academic, socio-economic, cultural, ethnic and disability backgrounds of community college employees and students.
- Use of a personal computer for word processing, tabulating data on spreadsheets, desktop publishing, web updates, accessing and entering data onto relational databases, verifying numerical and demographic information, and entering information onto established data entry screens.
- Human relations/interpersonal skills to convey technical concepts to others, to deal with

sensitive and confidential information, to give instructions, and to facilitate discussions with individuals via face to face, telephone or email communication.

- Math to compute sums, averages, ratios, products, and quotients.
- Language, grammar, and writing skills to prepare professional correspondence.

### **Abilities**

This position requires the ability to:

- Use computer-based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, and specialized database software used in education
- Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading, editing, to prepare original correspondence.
- Maintain up-to-date files and ensure security and confidentiality of information.
- Maintain productive and cooperative working relationships with others.
- Exercise sensitivity and discretion in handling confidential/private information and materials.

### **Physical Abilities**

The following required physical abilities may be met with or without reasonable accommodations.

- Function indoors in an office environment engaged in work of primarily a sedentary nature with some requirement to move about the campus.
- Must be able to recognize printed material (printed or online) for more than 75% of the expected work time.
- The person in this position frequently communicates with members of the campus community. Must be able to exchange accurate information in these situations. Retrieve work materials with or without accommodation.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Requires the ability to lift, push, and pull objects of medium weight (less than 30 lbs.) on an occasional basis with or without accommodation.

### **Licenses and Certificates**

May require a valid driver's license.

### **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

**Board Approved:**      **12/11/2019**  
   **10/19/2022**