

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 12/08/21
Revised: 09/07/22

HUMAN RESOURCES ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex administrative support tasks in support of human resources functions. Assignments involve a broad range of human resources activities, including civil service, recruitment, hiring, training, orientation, employee recognition, and employee benefit programs. The work involves extensive interaction with employees, supervisors, job applicants, the general public, and retirees. The work also requires the extensive use and management of complex electronic records systems, using both common office software and customized database and workflow software. The work is performed under the general supervision of the Director or Deputy Director of Human Resources, with the use of independent judgment allowed in carrying out routine tasks. The ability to maintain confidentiality is essential to this position. Supervision may be exercised over the work of interns or youth workers as assigned. Does related work as required.

TYPICAL WORK ACTIVITIES

Greets and screens visitors and callers in person or on the telephone, determines the nature of the inquiry, and refers to appropriate party or answers inquiries as appropriate;

Provides information regarding job opportunities, civil service examinations, employee benefit programs and other human resources programs and activities by phone, email or in person;

Reviews incoming departmental email, independently responds to routine inquiries and issues, forwards emails to appropriate staff person as needed;

Working from templates and source documents, prepares civil service examination announcements and job postings, creates electronic exam and web posting files, uploads to online application portal, and distributes announcements and postings to identified recruitment sources;

Utilizing workflow and database software, prepares civil service eligible lists, canvass letters, certifications, notices of examination results, admission letters, examination rosters, and candidate correspondence;

Issues applicant information and materials to hiring supervisors;

Works with job applicants to resolve issues with electronic applications; works with software vendor to resolve issues with civil service software program;

Schedules medical and psychological examinations for prospective employees;

Issues criminal history questionnaires and fingerprinting requests to prospective employees;

Monitors civil service examinations and pre-employment psychological testing;

Creates and issues employee ID cards, assigns and removes access to City facilities;

Assists employees and retirees with enrollment in and updates to various benefit programs;

Assists employees and retirees in the resolution of problems regarding benefits issues;

Incorporates and distributes updates for the Human Resources Manual and Employee Handbook;

Prepares and distributes training and orientation brochures and flyers, coordinates registration, prepares training and orientation materials, and prepares certificates of completion;

Manages employee recognition program, including tracking and issuing instant recognition awards, requesting nominations for awards, and ordering and issuing gifts;

Creates, maintains and updates databases and spreadsheets related to human resources activities;

Updates information on departmental web site;

Creates, maintains and updates electronic employee records and employee personnel files;

Maintains an inventory of supplies, including office supplies, employee recognition gifts and training supplies, and orders supplies when necessary;

Prepares departmental payroll and purchasing records;

Operates a personal computer, peripheral equipment, photocopy machine, fax machine, shredder and other related office equipment;

Receives, sorts and distributes agency mail.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of City of Ithaca human resources programs, policies, procedures and terminology; good knowledge of both standard and customized office software applications, including database, word processing, spreadsheet, workflow and desktop publishing applications; good knowledge of current office terminology, procedures and equipment; working knowledge of civil service hiring procedures; working knowledge of the principles and practices of computerized records maintenance; strong organizational skills; ability to establish and maintain effective working relationships with others; ability to deal effectively with the public, including challenging individuals; ability to perform close, detail work involving considerable visual effort and concentration; ability to compile and summarize data, such as applicant and employee data; ability to communicate effectively both orally and in writing; ability to follow complex oral and written instructions; ability to prepare and maintain accurate records and reports; ability to maintain confidentiality; ability to successfully work with and serve a diverse local community; accuracy and attention to detail, including proofreading; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of an Associate's degree in office management, office technology, business administration, human resources management or a closely related field with similar course curriculum, and two (2) years of full-time paid clerical or administrative support experience, or its part-time paid equivalent, which shall have involved the operation of a computer for word processing, database or spreadsheet applications and the maintenance of electronic records in a database or spreadsheet application; or
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid clerical or administrative support experience, or its part-time paid equivalent, which shall have involved the operation of a computer for word processing, database or spreadsheet applications and the maintenance of electronic records in a database or spreadsheet application; or
- C. An equivalent combination of training and experience as defined by the limits of (a) and (b).

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.