

DESCRIPTION: Under immediate supervision, prepares and processes personnel documents and transactions and provides personnel related office support to personnel program and/or administrative officials; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first performance classification level of the Personnel Support class series. Positions at this level provide routine personnel support services to the employing agency and its managers, supervisors, and employees and to applicants seeking employment with the agency or the State Personnel System. These positions accomplish work assigned and handle standard inquiries adhering to pre-established priorities, deadlines, and directives. Any deviation from these would require supervisory approval. Knowledge is required of an established body of standardized policies, forms, criteria, and procedures pertinent to supporting the administrative and program needs of the employing agency and/or State government as a whole. Most work contacts involve employees of the employing agency and, as needed, individuals outside State government, where the purposes and discussions are clear and well established.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Collects, records, and verifies information on payroll and personnel action forms, reports, and computer printouts to initiate payroll or personnel transactions and ensure the accuracy and completeness of personnel documents.

Collects and summarizes payroll and personnel information such as turnover statistics, leave usage, equal employment opportunity data, and staffing level data to meet information/reporting requests.

Distributes and explains personnel policies, insurance provisions and procedures, and related personnel matters and processes to aid and inform visitors, applicants, state employees, and the public.

Computes payroll and personnel figures such as biweekly/monthly wages, hours worked, compensatory time used, sick and annual leave usage, and pay increases to obtain numerical information necessary to process personnel transactions and prepare reports.

Greets applicants and schedules interviews with applicants to facilitate the recruitment and screening process and provide support to other personnel staff and/or hiring officials.

Checks, verifies, and enters employee personnel transactions such as hiring, transfer, promotion, salary changes, and insurance changes to ensure that changes are proper, complete and accurate.

Types correspondence or enters job/recruitment information into databases, websites and other filing systems bulletins to request and/or provide information and to facilitate the recruitment and evaluation of new employees.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Ability to: communicate in person, and by telephone, computer, email, or correspondence with the supervisor, other agency employees, and the public to provide available information and explain forms and procedures; understand and apply instructions, and procedures; use office equipment such as personal computers and associated software, typewriters, reproduction and scanning equipment, and calculators; identify and compare similarities and differences between two or more sets of personnel and payroll information; compute solutions to arithmetic problems involving the use of addition, subtraction, multiplication, and division of whole and decimal numbers; learn, understand and apply personnel and employing agency policies, procedures, and guidelines to make decisions regarding completing assigned work, extract and compile personnel and administrative information from files and documents into technical spreadsheets and databases; learn State and employing agency's personnel policies, rules, regulations, procedures, and programs; learn the operations manual and record keeping/processing requirements of the State's computerized human/personnel resource, payroll, and benefits information systems; learn the benefits and services available to state employees; learn the employing agency's organizational structure and administrative staff.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in performing office support/clerical functions.

OR

Coursework or training in office support/clerical procedures or records management techniques.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).