

DESCRIPTION: Under general supervision, performs technical support activities in one or more areas of personnel support functions such as payroll, personnel records, employee benefits/services, employee performance, applicant recruitment, workforce staffing, and/or position control, and prepares and processes personnel documents and/or transactions; 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 second full performance classification level of the Personnel Support class series. Positions at this level provide general and/or specialized 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 independently conform to priorities and deadlines to accomplish work assigned and handle standard problems and make minor deviations from established directives. Knowledge is required of a 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 agency-wide staff and individuals outside the employing agency and frequently 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.)

Explains personnel rules, regulations, and procedures of the State Personnel System and employing agency, and employee benefits and services to answer inquiries of state employees, the public, and service providers, and to resolve employee problems and requests.

Schedules interviews with and interviews applicants to obtain information about their educational and employment background for current and/or anticipated position vacancies and to determine the qualifications relative to the job preparation guidelines for the classes.

Compiles data to write personnel project/work activity reports and provide agency management and/or supervisors with information needed by others to make workload, staffing, personnel transactions, and budgeting decisions.

Examines applications, documents and/or transactions pertinent to employment activities or position/employee actions to determine the nature of the transaction and to check for accuracy and appropriateness of employee information, salary computations, job postings, position classifications, and/or proper signatures in accordance with established rules, regulations, and procedures.

Researches problems involving the completion and submission of personnel and/or position action forms to the State's computerized human resource/personnel, payroll, and benefits information systems to facilitate the processing of transactions or requests.

Discusses personal details or interests with applicants, state or employing agency staff, and other employers, workers, and members of the public to request or provide assistance in assessing and processing personnel related inquiries, transactions, and/or documents.

Completes and distributes/files personnel records, position, payroll and benefits data, and application documents to ensure the security, storage, and retrieval of information pertinent to personnel transactions.

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Coordinates work activities performed with other state employees, or other employers in the processing of human resource/personnel documents/or transactions and/or in maintaining personnel records, files, and reports to facilitate the distribution and completion of work assignments.

Compiles and generates standard data summaries pertinent to development and maintenance of various employment, placement, staff development, and diversity statistics, and periodic reports to comply with federal reporting requirements and with employing agency or state policies and directives.

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

Knowledge of: grammar, spelling, punctuation, and composition; written business communications formats; the organizational structure and the administrative and personnel rules, policies, and procedures of the employing agency; record keeping and data processing requirements of computerized personnel and payroll information systems; the benefits and services available to state employees.

Ability to: communicate in person, and by telephone, computer, email, and correspondence, with the supervisor and other agency employees to exchange factual information and explain processes and guidelines; set personal work priorities and schedules; understand and apply instructions; evaluate similarities and differences between two sets of information; operate office equipment such as personal computers, typewriters, photocopiers, scanners, calculators, facsimile equipment, and tape recorders; set up and maintain record keeping systems and databases; understand, explain, and apply agency and state rules, policies, procedures, and guidelines; recommend changes to procedures; compile data and prepare summaries of personnel transactions and activities; determine employee or applicant status with established guidelines; provide and obtain applicant/employee information through conversations, interviews, electronic and written correspondence.

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

One year of combined education/training and/or experience performing human resource support functions such as processing payroll, assisting employees with benefits/services, recruiting and orientating employees, maintaining personnel records, and/or processing the creation of positions.

OR

Associates degree in human resources, business administration, public administration or related field.

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).