

## DRAFT – December 22, 2017

### HUMAN RESOURCES JOB FAMILY – HUMAN RESOURCES ASSISTANT

**JOB FAMILY CONCEPT:** The Human Resources job family is responsible for all aspects of human resources related activities. Human Resources roles serve to foster a healthy, productive, and inclusive workforce through the development and implementation of integrated and effective human resources programs, services, and policies. The Human Resources function advises and administers programs in the following areas: benefits, compensation, employee relations, recruitment, records, and other related human resources services.

#### **HUMAN RESOURCES ASSISTANT**

The Human Resources Assistant is an introductory role into the Human Resources job family, responsible for routine application of policies and procedures. This role provides human resources technical support for daily operations by providing a variety of HR activities that may include but not limited to, recruiting, employee relations, job evaluations, compensation management, employee records, and benefits administration. Provides support for special projects and events related to these functions. Provides general information on policies and procedures to clients; processes and maintains records, forms, and files; and provides support for process improvement initiatives.

The **Human Resources Assistant** role is distinguished from the **Human Resources Consultant** role in that it is not responsible for the higher level interpretation and application of policies and procedures.

Conversely, the **Human Resources Consultant** role demonstrates a level of expertise in one or more areas of the human resources discipline and often exercises significant independence and autonomy, collaborating with human resources leadership on areas of greater complexity.

The competencies for the **Human Resources Assistant** role are usually gained through on-the-job training where the **Human Resources Consultant** role typically requires professional preparation and the application of human resources theory.

#### **HUMAN RESOURCES ASSISTANT 1**

##### **Typical Functions**

Provides technical support to a variety of HR functions, such as recruitment, employee records, employee relations, compensation, classification, benefits, and training. Responds to routine questions on human resources policies and procedures within functional area(s). Processes various HR materials including confidential forms and records such as employment, enrollment, and pay changes. Provides logistical support for HR related activities, including job fairs, community events, internal and external meetings, candidate interviews, training sessions, etc. Assists with ongoing human resources services, programs and projects.

##### **Complexity and Decision Making Authority**

Provides basic, routine support for the assigned functional area. Work is closely monitored by supervisor. Tasks are generally routine, well-defined, and standardized in nature.

##### **Knowledge, Skills, and Abilities**

Interpersonal and communication skills. Ability to work effectively with a wide range of constituents in a diverse community. Record maintenance skills. Ability to provide technical advice and guidance in area of specialty. Ability to solve problems. Ability to use tact and discretion when dealing with a variety of employee issues and records.

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### Education/Experience

High school graduation or the equivalent and one year of office experience, or an equivalent combination of training and experience.

### **HUMAN RESOURCES ASSISTANT 2**

#### Typical Functions

Performs similar functions as level 1, with additional responsibility requiring more advanced level of knowledge. Receives, reviews, and ensures compliance with the accuracy/completeness of human resources data, documents and records. Processes and enters various HR materials including confidential forms and records, employment verifications, pay changes, and position changes. Tracks and compiles data, and researches and prepares reports as needed. Assists HR staff and provides logistical support for HR related activities, including job fairs, new employee orientation, recognition events, employee benefit programs, community events, candidate interviews, and training sessions. Maintains operational or procedural manuals. May deliver training.

#### Complexity and Decision Making Authority

May resolve problems that require a human resources knowledge base. Employee performs assigned tasks, and follows established policies and procedures; may set priorities and organize work within general guidelines established by supervisor/manager.

#### Knowledge, Skills, and Abilities

Knowledge of human resources processes and procedures. Knowledge of a specialized area of human resources. Ability to gather data, compile information, and prepare reports. Ability to research, analyze, and solve problems. Ability to deliver training.

### Education/Experience

High school graduation or the equivalent, and three years office experience including at least one year of human resources (or other relevant field) experience, or an equivalent combination of training and experience.

### **HUMAN RESOURCES ASSISTANT 3**

#### Typical Functions

Provides support for a more specialized, complex function. Recommends and implements improved processes. Analyzes data and prepares surveys and reports. Creates, delivers, and assesses training presentations. Researches more difficult problems and responds to inquiries requiring a more complex knowledge base. Processes applications in accordance with state and federal regulations. May coach others and provide work direction.

#### Complexity and Decision Making Authority

Works with a higher level of rules and regulations (i.e. federal and state laws and regulations). Works across campus or University in the capacity of an expert resource for their functional area. Operates under general supervision. Work is performed within established guidelines. Decisions include how to carry out work in varying circumstances by interpreting individual situations and determining which guidelines are most effective out of those available. Decisions impact unit and may contribute to decisions that impact their human resources functional area.

#### Knowledge, Skills, and Abilities

Expert level knowledge of a specialized area, including the ability to interpret and apply federal regulations. Advanced research and problem solving skills. Ability to create and assess training presentations. Ability to analyze data, prepare reports, and make recommendations for solutions.

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Education/Experience

High school graduation or the equivalent, and five years office experience, including at least three years human resources (or other relevant field) experience, or an equivalent combination of training and experience.

**FLSA status**

Under FLSA, this is the non-exempt job classification.