## General Description

Performs entry-level human resources management work. Work involves assisting in the administration of a human resources management program (recruitment and selection, compensation, classification, employee relations, or benefits). Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

## Examples of Work Performed

- Answers routine questions from employees and managers on human resources policies and procedures.
- Enters, updates, and/or retrieves information from various automated, human resources, and/or payroll systems.
- Maintains human resources automated systems, files, and records.
- Administers and scores employment tests.
- Assists in completing human resources-related surveys and questionnaires and with preparing routine human resources correspondence and reports.
- Assists in compiling and analyzing wage data.
- Assists in processing personnel actions and with reviewing completed personnel actions to ensure conformity with agency, state, and federal regulations.
- Assists with various recruitment functions including processing and posting job vacancies on internal or external Web sites.
- May assist in conducting new employee orientation and processing new hire forms.
- May assist in investigating and resolving employee relations issues.
- Performs related work as assigned.
GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in human resources management work. Graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, organizational development, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the principles and practices of human resources management; of human resources programs such as employment, compensation, classification, employee relations, benefits, workers’ compensation, or organizational development; and of federal, state, and local laws and regulations governing personnel activities.

Skill in oral and written communication, in conducting interviews, in using a computer and human resources-related software applications, and in handling multiple tasks and prioritizing.

Ability to explain policies and procedures to staff and the public; to maintain confidential and sensitive information; to develop and analyze human resources processes; to establish and maintain effective working relationships with applicants, employees, and the general public; and to communicate effectively.