

# **SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION**

**TITLE: HUMAN RESOURCES SPECIALIST**

**DATE: 2/17/2015**

**JOB CODE: 21836**

**FLSA STATUS: NON-EXEMPT**

**UNIT REPRESENTATION: GENERAL**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

## **DUTIES SUMMARY**

Under general supervision, perform varied, highly responsible, and complex para-professional human resources work in a variety of program areas including: recruitment and selection, classification and compensation, employee benefits, training and development, employee/labor relations, and special programs; assist in coordinating and communicating organizational human resources activities; may perform lead and training duties; exercise regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines; perform related work as required.

## **DISTINGUISHING CHARACTERISTICS**

This is the journey level, para-professional, class in the Human Resources series. This class is distinguished from the journey level Senior Office Assistant and Technical Assistant classifications by the higher complexity and technical and specialized nature of assignments and responsibility for work on assignments that are sensitive and confidential in nature with contact at all levels within the Department and contacts outside the Department. Incumbents in this class may perform lead and training duties and perform diverse and complex technical support work requiring in-depth knowledge and training in human resources functions or programs, requiring application and understanding of this specialized and technical area. Incumbents are required to exercise substantial and regular independent judgment in performing work assignments, to handle and prioritize multiple high-level technical responsibilities for assigned functional areas independently, and possess substantial knowledge and understanding of the functions of the organization and human resources in performance of work assignments. Supervision and direction is received from the Human Resources Coordinator and/or Deputy General Manager.

## **EXAMPLES OF DUTIES**

*The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;

- Perform a variety of complex and responsible technical work in support of human resources activities and projects for the organization and in support of professional/management personnel;
  - Conduct technical research and prepare specialized reports for presentation; develop procedures and maintain complex and detailed records;
  - Recommend and assist in implementing office programs and related technical practices, procedures and policies;
  - Serve as a technical resource to employees, supervisors, and managers;
  - Orient new Section administrative/office support staff; perform lead and training duties as assigned; may assign, direct, or verify work of lower-level support staff;
  - Exercise regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines;
  - Respond to technical human resources inquiries and provide information and assistance; handle inquiries independently by imparting technical information about programs and procedures using substantial knowledge of functions of work unit; provide resolutions; obtain information from higher level management in order to resolve issues when necessary, rarely referring caller to another source;
  - Maintain various confidential employee records including official personnel files, performance evaluations, attendance records, leave records, medical records, disciplinary actions, certifications, training, safety, and related areas;
  - Process financial transactions including invoices and bills; monitor, order, and stock office supplies for work unit;
  - Prepare correspondence, reports, staff reports, forms, lists, schedules, agendas, and related documents from rough draft and/or from oral or written direction independently requiring use of judgment based upon a thorough knowledge of the functions and procedures of the unit; may attend meetings and transcribe minutes from hand written notes or from recordings; proofread materials for accuracy; copy, collate, staple, and otherwise bind a variety of materials; assemble and prepare materials for mailing;
  - Establish and maintain files and various manual and electronic record keeping systems; manually and/or electronically sort and file documents and records according to pre-determined classifications and determine new classifications as necessary; perform data entry into electronic systems; manipulate, summarize, and extract data for use in various reports; audit and ensure accuracy of records and files; retrieve manual and electronic materials from established systems;
  - Receive, open, date stamp, and distribute mail;
  - Arrange and schedule meetings, conferences, workshops, and handle logistics;
  - Operate a variety of office equipment, including computers and related software, calculator, facsimile, photocopier, scanner, and related specialized office equipment of the assigned unit;
  - Prepare, review, distribute for signature, monitor, and process personnel actions including, but not limited to, employee status changes, performance review dates and increases, probationary review/permanent appointment, promotions, and reclassifications assuring timeliness, accuracy, and proper processing.; update Payroll/Human Resources system changes;
  - Assist in resolving employee relations problems; interpret personnel policies and procedures; recommend effective courses of action;

- Speak before internal and external groups concerning human resources matters;
- Participate in special projects and training as assigned; prepare and/or deliver orientation programs, training programs, and other related workshops;
- Provide new employees information on benefit plans and enrollment decisions required; assemble and distribute benefit plan descriptions; counsel employees regarding employee benefit plan coverage, eligibility, and claims procedures;
- Monitor employee evaluations; send notification to division directors of upcoming evaluations and track status;
- Prepare and maintain various reports, charts, tables, resolutions, schedules, and graphs;
- Assist in the preparation of recruitment plans, job announcements, and advertising strategies; place recruitment ads; maintain appropriate records for each recruitment conducted;
- Schedule interview panels; assist in developing and/or reviewing interview questions; advise supervisors; participate on interview/selection panels; participate in conducting background checks;
- Schedule new employees for pre-employment physicals and pre-employment induction and orientation process ensuring completion of all necessary paperwork;
- Schedule DOT and certification required physicals;
- Work closely with Civil Service in the administration of exams and certification of eligibility lists to operating divisions/sections;
- Participate in the administration of employee benefit programs by providing forms, information, and counseling; process employee enrollments and changes; coordinate benefits for separating/retiring employees;
- Process requests for leave under various mandated entitlements including Family, Medical, and Pregnancy Disability leave benefits;
- Respond to verification of employment requests;
- Assist in coordinating open enrollment, communicating changes to benefit plan and costs to the organization;
- Accept applications and assists in filing claims for employees and/or beneficiaries to receive life insurance, short-term disability, and/or long-term disability benefits;
- Assist with classification studies; may conduct routine classification studies; assist with development, updating, and maintenance of classification specifications;
- May attend Civil Service meetings for approval of personnel items;
- Participate in and conduct salary and fringe benefit surveys; respond to external surveys;
- Schedule locations and times for organization-wide training programs; maintain training records, files, and rating sheets;
- Assists with administration of workers' compensation program including processing and maintaining records.

## **QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

### **Knowledge of:**

- Basic principles of human resource administration;
- Policies, procedures, ordinances, and resolutions governing City and Department human resource activities, conditions of employment, and/or employee benefits
- Basic research and statistical methods;
- Basic office organization, methods, procedures, and equipment;
- Computer operation skills, including word processing, database programs, and human resources based software application programs;
- Proper English usage, spelling, grammar, and punctuation;
- Basic math;
- Basic public relations techniques.

### **Ability to:**

- Understand and interpret policies and procedures and explain them to others;
- Plan, organize, and implement programs and related activities;
- Read, evaluate, and summarize written material and statistical data;
- Exercise good judgment and maintain confidentiality in critical, sensitive, and confidential information, records, and reports;
- Work under moderate to high stress conditions with frequent interruptions and a high degree of public contact by phone or in person;
- Maintain attention to detail while working under deadlines;
- Compile and maintain accurate, concise, and complex records and files;
- Establish and maintain a variety of personnel and related records requiring confidentiality and security;
- Communicate clearly and concisely, orally and in writing;
- Maintain confidentiality in personnel matters and privileged information;
- Assist administrative and professional staff in a wide range of human resources management issues;
- Perform varied word processing and database work;

- Maintain personnel records and complex filing and record keeping systems pertaining to personnel management;
- Understand and carry out oral and written instructions;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Assist in implementing new regulatory requirements for human resources programs;
- Learn applicable federal, state, and local laws, regulations, and ordinances;
- Learn personnel office practices and procedures;
- Learn accepted personnel record keeping and processing methods;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

### **MINIMUM QUALIFICATIONS**

**Education:** Graduation from high school, or equivalent, preferably supplemented by the completion of specialized office, business, and computer coursework;

**Experience:** Three (3) years of progressively responsible office/administrative experience (equivalent to a Senior Office Assistant at San Bernardino Municipal Water Department) in performing journey/advanced level administrative, technical, financial, and/or customer service functions preferably including maintenance of employee records; and ability to demonstrate word processing, database, and/or spreadsheet proficiency at an advanced level and keyboard at a speed of 45 wpm. Experience in Human Resources Administration is highly desirable.

### **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

### **PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

### **CAREER LADDER**

**From:** Human Resources Specialist

**To:** Human Resources Analyst

**Job Description:**

BOWC Approved:

8/24/2004

Rev:

1/20/2015

2/17/2015

**Testing Standards:** CS App Review/CS Supp App Review/CS Oral Board/Typing

CSB Approved:

9/14/2004