

CITY OF BEAVERTON

Human Resources Assistant

General Summary

Perform a variety of clerical and support duties in the Human Resources Department. Provide receptionist and customer service for employees and citizens.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Provide primary reception duties for Human Resources Department to the public and employees by telephone and in person. Direct calls and customers to proper contacts. Calm and diffuse confused or irate customers. Provide general Human Resources related information.
2. Assist Human Resources staff with a variety of clerical and administrative support activities including updating databases, spreadsheets and word processing. Update, verify and track information. Provide standard reports.
3. Explain employment process to job applicants. Maintain inventory levels of applications in Human Resources Department and lobby.
4. Assist in the set up and registration for City training and employee events.
5. Maintain office supplies and inventory. Order office supplies as needed.
6. Prepare, process and distribute material.
7. Maintain employee and department files. Set up new files and archive old files as requested.
8. Participate in department operational processes including procedure development and implementation.
9. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
10. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
11. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, coworkers and the general public.
12. Participate in the City Emergency Management program including classes, training sessions and emergency events.

13. Follow standards as outlined in the Employee Handbook.
14. Produce an acceptable quantity and quality of work that is completed within established timelines.
15. Support and respect diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of effective reception and customer service practices.
- ◆ Basic knowledge of practices and principles of human resources management.
- ◆ Basic knowledge of the laws and regulations governing human resources management.
- ◆ Basic knowledge of terminology of insurance programs.
- ◆ Basic knowledge of general bookkeeping/accounting.
- ◆ Basic knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Basic knowledge of strategic planning methods with an emphasis on services related to human resources management.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Expert knowledge of English grammar, spelling and usage.
- ◆ Working knowledge of basic arithmetic and mathematics principles.

Skills/Abilities Required

- ◆ Advanced ability to handle multiple line phone systems.
- ◆ Advanced ability to file alpha-numerically.
- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to participate on a team and in a team environment to focus on producing high quality results.
- ◆ Advanced ability to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations.
- ◆ Strong ability to use a keyboard and word processing, spreadsheet programs or other application software as required for position.
- ◆ Expert ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

High School diploma or GED and 1 year of general office experience including Human Resources and reception experience or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Frequent focus on a computer screen; daily use of a keyboard or similar device; daily operation of power office equipment; daily standing for prolonged periods; occasional lifting, moving and carrying of objects 20-40 pounds; crouching, bending, kneeling or reaching to perform filing activities; occasional dealing with distraught or difficult individuals; occasional operation of a motor vehicle on public roads;

Classification History

Classification created: February 2001

Revised: 11/04

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Revised: 1/1/09

Status: M3

FLSA: Non-exempt

Human Resources Signature

Date