

**JOB TITLE:** Human Resources Specialist-Employment

**JOB NO:** CL056116

**JOB FAMILY:** Clerical

**FLSA:** Non-Exempt

**SAFETY SENSITIVE:** No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

### **GENERAL SUMMARY**

To work as a cooperative and supportive member of the Human Resources Employment team as an HR Specialist, providing the best possible customer service, with particular expertise in the following areas: recruitment of prospective employees, administration of the City's employment testing program; greeting the general public and employees; collecting, reviewing and databasing applications and resumes; answering telephones; and maintaining files.

### **SUPERVISION**

General supervision is provided by the Human Resources Senior Analyst.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Screen and direct calls and visitors as appropriate; answer questions and provide information to the public; refer citizen and client complaints and questions to appropriate department or division staff members for resolution.
3. Distribute, collect, review, refer, and database employment applications from both walk-ins and the Internet; referring only qualified applicants to departments.
4. Generate and distribute weekly job postings; route Internet job links to hiring supervisors.
5. Monitor, review and process the city's online application system.
6. Provide information to various individuals regarding the City's policies, procedures, and benefits.
7. Schedule medical examinations; collect results; notify departments and divisions of status and results; distribute pre-employment paperwork at the time of the physical.
8. Maintain a variety of files and filing systems; maintain all forms and documents relating to employment.
9. Enter and verify a variety of data into the computer system.
10. Prepare materials and correspondence for distribution within the City and to other related external businesses and governmental agencies; photocopy, mail, or fax materials as necessary.
11. Represent the City at various job fairs.
12. Monitor and review the City's Internet mail; respond to e-mail requests; data base incoming resumes and applications.

13. Maintain the City's job information line.
14. Work as a cooperative and supportive member of the Human Resources team.
15. Provide the best possible customer service to the general public and employees.
16. Prepare required employment packets and maintain personnel files as needed.
17. Monitor, update and issue ID badges and access keys using the security system.
18. Prepare and assemble new hire folders, packets, and separation packets.

#### **OTHER DUTIES AND RESPONSIBILITIES**

1. Provide clerical and secretarial support to assist department staff in the completion of their duties and responsibilities.
2. Backup general government and civil service pre-employment and promotional examinations.
3. May participate in a variety of activities involving travel between various City facilities and to other related external business and government agencies, which may include retrieving office supplies or collecting and distributing materials.
4. Prepare and maintain a variety of forms used by the department including employment applications.
5. Prepare and distribute mass mailings for Civil Service examinations and employment as requested.
6. Generate employee identification badges for Police and Fire Departments.
7. Perform other duties as assigned.

#### **MINIMUM JOB REQUIREMENTS**

##### **EDUCATION**

High School Diploma or GED.

##### **EXPERIENCE**

Four years of general office experience to include public contact; type 35 wpm.

##### **LICENSES AND CERTIFICATES**

None

#### **COMPETENCIES**

An employee's performance will be evaluated based on five competencies.

- 1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

##### **Knowledge of:**

Proper public contact and telephone etiquette.

Modern office procedures, methods and equipment including computer and related equipment.

Various types of computer software applications, including word processing and database management.

English usage, spelling, grammar, and punctuation.

Basic business letter writing and report preparation.

Basic principles and procedures of record keeping.

Teamwork methods and practices in a modern office system.

**Skill in:**

Typing a variety of correspondence and documents.

Operating various types of office equipment including computers, adding machines, facsimile machines, telephones, photocopiers, and typewriters.

**Ability to:**

Give excellent customer service (friendly, courteous, helpful)

Work in a team environment.

Tactfully respond to requests and inquiries from the general public and employees.

Discretely handle confidential information.

Learn City and department policies and procedures.

Simultaneously perform a variety of clerical functions.

Establish and maintain cooperative-working relationships with those contacted in the course of work.

Prepare and review a variety of correspondence and reports.

Communicate clearly and concisely both orally and in writing.

Flexibly adapt to a variety of work situations and interruptions.

Type at a speed necessary for successful job performance.

Work independently in the absence of supervision.

Operate a motor vehicle.

Pass a medical physical examination and drug test.

Meet the City's driving standards.

**PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *operating assigned equipment.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *bending, twisting, reaching above the shoulder and stooping*
- *sitting for extended periods of time*
- *occasionally lifting objects weighing up to 34 lbs.*

\_\_\_\_\_  
Director of Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager of Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

**ORIGINAL ISSUE DATE: January 2000**

**REVISION DATE: August 2002; May 2004**