

Code: 1172

Title: HUMAN RESOURCES SUPPORT SPECIALIST

SUMMARY: Performs paraprofessional support work in a centralized Human Resources area or work-unit, e.g., Recruiting/Selection, Benefits or Employment Rights.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Provides paraprofessional support within assigned functional area to management, professional staff, employees, client departments and the public;

Responds to employee or applicant problems and complaints, researches the issues and resolves problems within defined scope of authority;

Reviews and verifies specialized documentation and initiates appropriate action relative to area of assignment;

Verifies information on personnel documents submitted to Human Resources, related to area of assignment, to insure completeness and accuracy of information and compliance with policies and procedures;

Identifies needed personnel actions to supervisor and prepares appropriate forms, as directed;

Develops, maintains and controls databases and spreadsheets to track information for reporting purposes;

Establishes and maintains specialized files and reference materials;

Drafts and prepares routine correspondence and other documents;

Performs basic research relative to area of assignment and reports findings;

May access non-departmental databases to extract pertinent information to further departmental projects;

May coordinate database/systems queries and report production with Information Services;

May provide ad hoc assistance to staff on computer-related problems, issues and applications.

May train clerical support staff;

May coordinate activities of clerical support staff.

The following represents examples of typical duties and responsibilities within a specified work unit:

Recruiting & Selection:

Evaluates employment applications to determine qualifications of applicants for job classifications;

Assists and advises applicants in completing application, soliciting additional work history information when needed, and identifying required supplementary documentation;

Prepares, administers, scores and verifies employment tests, while maintaining security of all testing materials;

Uses specialized/automated databases and programs to screen applicants for certification to departments;

Assists professional staff and client departments in preparing recruiting announcements and advertising copy.

Benefits:

Reviews, verifies and reconciles employee benefits accounts;

Counsels employees and client departments on employee benefits and related issues;

Gathers, provides and maintains benefits survey information in response to inquiries from private employers and public jurisdictions.

Employment Rights:

Coordinates unit activities including the ADA Panel and Grievance Committees, scheduling, assembling, taking notes and preparing reports and other correspondence required of the panel and committees;

Reviews and verifies specialized documentation and initiates action including the creation of ADA files, drafting correspondence requesting additional or follow-up information needed by the ADA panel or grievance committees;
Compile statistical data from Employment Rights intake dockets and provide reports.

KNOWLEDGE & SKILLS:

Knowledge of:

- specialized human resources office practices and procedures;
- departmental programs and procedures, including county personnel policies/procedures and Merit System Rules;
- the principles and practices of personnel work;
- business English and basic statistical calculation;
- research techniques and report writing;
- the types of jobs found in government.

Skill in:

- preparing and editing various documents;
- communicating effectively;
- evaluating applications for minimum qualifications;
- setting up events such as applicant testing sessions;
- conducting basic research, compiling data and preparing reports;
- obtaining and verifying general and statistical information;
- using word processors and microcomputer systems;
- maintaining specialized manual and automated file systems.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Four years of experience performing personnel or human resources clerical or paraprofessional support activities.

(Relevant education that may include course work in personnel or human resources from an accredited college, university, trade or vocational school may substitute for a maximum of two years of the aforementioned experience)

OR:

(2) Two years of experience as an Office Support Level III or Office Support Level IV with Pima County in a personnel or Human Resources functional area.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D Driver's License at the time of appointment or prior to completion of initial/promotional probation. Some positions may require fluency in English and a second language, as determined by the Appointing Authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

05/14/95

Updated 04/30/09_(CS)