

PERSONNEL ASSISTANT I

DEFINITION

Under general supervision, learns and provides a variety of personnel office support duties for District staff, applicants and the public, which may include answering telephones and assisting visitors, scheduling appointments and conference rooms, processing mail, filing, maintaining detailed records and interpreting policies and procedures related to either the classified or certificated personnel functions; and performs related work as assigned.

CLASS CHARACTERISTICS

This is the entry-level class of the personnel office support series. Initially under close supervision, incumbents with office support skills learn District practices and procedures related to personnel functions. Assignments vary with the functional area to which assigned, however, all assignments include providing information and assistance to school staff, applicants and the public, using a computer to perform word processing to enter, access and retrieve data, and performing standard office support duties. This class is distinguished from Personnel Assistant II in that the latter performs a greater variety of work independently, particularly in the areas of personnel record keeping and the interpretation of rules, regulations and procedures.

EXAMPLES OF DUTIES

For all assignments:

Assists visitors, answers telephones, directs callers to appropriate staff or takes messages and provides factual information regarding processes, procedures and regulations.

Provides and accepts applications and other forms and ensures that documents are complete; assists applicants in completing required forms, including those for obtaining required credential; routes documents to the proper office and/or staff.

Provides applicants with employment information regarding examination times, dates and qualifications; coordinates interviews; orders files of applicants; sends follow-up letters as required.

Performs general receptionist duties; schedules meetings and conference rooms; verifies employment.

Enters, maintains and retrieves applicant and personnel data into an automated system; notifies payroll of changes in employee status; maintains sick leave records; generates periodic and special reports as required.

Orders supplies and equipment; submits reimbursement for interview panel lunches, conferences and workshops.

Performs a full range of activities associated with providing for classified and certificated substitutes; provides applicant information, develops substitute lists, prepares personnel forms, checks time cards, and establishes and maintains central personnel record files for current and terminated employees.

Provides new-hire paperwork to new hires and verifies that it is completed thoroughly; informs new employees regarding basic benefit information.

Prepares status forms for personnel transactions including hires, terminations, promotions, and transfers; computes pay changes, out-of-class pay differentials, longevity increases and other status changes.

Performs a variety of general office support duties, including word processing, typing, record keeping and processing mail.

If assigned to the certificated function:

In addition to the above:

Provides information and assistance to school personnel and teacher applicants on personnel matters such as salaries, verification of employment, credentials, CBEST, District certificated personnel policies and vacancies.

Assists applicants with credential applications; maintains records related to current credential and assignment status; maintains evaluation status records and processes notifications.

Makes travel arrangements and schedules for recruiters, including arrangements with college placement offices.

Coordinates tutor list.

If assigned to the classified function:

In addition to the above:

Receives and processes all personnel requests.

Maintains a wide variety of files including those relating to insurance, exams, class specifications, salary schedules and employee contracts.

Processes reports of industrial injury or illness; processes leave request forms, unemployment insurance claims and/or state disability insurance claims.

Prepares lists of personnel activities for Personnel Commission meetings; prepares agenda items for Board meetings and back-up material as needed.

May assist with a wide range of activities involved with examinations, including scheduling exams, distributing announcements, placing advertisements, duplicating examination materials, administering tests, setting up oral interviews to establish eligibility lists, notifying applicants and documenting the examination process.

QUALIFICATIONS

Knowledge of:

Standard office practices and procedures, including filing and the use of standard office equipment.

Computer applications related to the work, including word processing and basic spreadsheet applications.

Business mathematics and statistical reporting practices.

Standard English usage, spelling, grammar and punctuation.

Record keeping and filing principles and practices.

Techniques for dealing effectively with the public and District staff, in person and over the telephone.

Skill in:

Learning, applying and interpreting District personnel laws, rules, regulations and policies.

Establishing and maintaining accurate personnel records.

Performing general office support with accuracy and speed.

Gathering and analyzing data and preparing reports.

Word-processing from clear copy with speed and accuracy sufficient to perform the work.

Using computer terminal to enter, access and retrieve information.

Understanding and following oral and written directions.

Establishing and maintaining cooperative working relationships with those contacted in the course of work.

Education:

Equivalent to graduation from high school.

Experience:

One year of office support experience. Experience in a personnel office setting is desirable.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

N: 3/69

R: 3/80

R: 11/85

R: 2/97

R: 2/03