

## **PERSONNEL ASSISTANT II**

### **DEFINITION**

Under general supervision, performs technical and complex personnel office support work relating to the application, interpretation and maintenance of the employee benefits program; orients and enrolls new employees in benefit programs offered through the District; conducts open enrollment; informs terminated employees of COBRA eligibility and retirees regarding District coverage; inputs and maintains employment records; provides information for the Board of Education regarding employee actions; provides a variety of general personnel office support to both classified and certificated personnel functions; and performs related work as assigned.

### **CLASS CHARACTERISTICS**

This is the experienced class in the Personnel Assistant series. The work is performed independently and incumbents are expected to perform the full range of office support duties and to coordinate activities related to benefit programs and other employee entitlement programs offered by the District. This class is distinguished from the Personnel Technician classes in that the latter requires a technical level of knowledge, skill and experience that is normally learned through a combination of technical training and experience in the personnel function. It is further distinguished from the Staff Secretary series by their responsibility for providing significant secretarial and office administrative support to a District mid-management or management position and associated staff.

### **EXAMPLES OF DUTIES**

Coordinates and communicates employee benefits programs for new, active, terminated and retired employees of the District. Orients new employees, informing them of their rights and responsibilities and ensures that all forms are complete.

Maintains, collects and verifies benefit forms (medical, dental, long term disability and bargaining unit enrollment) for accuracy and completeness; distributes copies to appropriate parties; interfaces with payroll staff to resolve payroll deduction issues.

Processes records for new employees; maintains both on-line and hard copy records of employees benefit status.

Communicates and coordinates open enrollment activities annually.

Assists employees by providing information related to benefit concerns and questions; acts as liaison with insurance carriers to resolve problems.

Obtains rates from benefits plan carriers and prepares listings of benefit plan costs.

Operates, enters, maintains and retrieves employee data using a variety of standard computer applications and other office equipment.

Completes forms required to terminate employees, coordinates personal interview if necessary, advises employee of rights and benefits where appropriate; processes forms and distributes to the appropriate parties.

Prepares a periodic Board of Education listing of personal transactions.

Assists with other personnel functions, including preparing surveys and reports, providing factual information to staff and the public and supporting recruitment, selection and related personnel functions.

Provides a variety of general office support to the personnel function to which assigned.

Prepares a variety of reports and documents; including charts and graphs of survey information related to benefit comparisons with other districts.

Assists in providing staff support to the Insurance Committee, Personnel Commission and other appointed and elected staff as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

Basic principles and practices of human resources in a public agency setting.

Principles of benefit administration.

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.

Record keeping and filing principles and practices.

Standard English usage, spelling, grammar and punctuation.

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

**Skill in:**

Learning, interpreting, applying and explaining a variety of benefit plans and general employment and personnel policies, procedures and regulations.

Learning and interpreting benefits according to employee unit contracts and Board policies.

Performing difficult technical office support work.

Making mathematical calculations with speed and accuracy.

Using sound independent judgment within general policy and procedural guidelines.

Establishing and maintaining accurate records.

Gathering and analyzing data and accurately preparing reports.

Organizing own work, setting priorities, effectively multi-tasking, meeting critical deadlines and accurately handling detailed information.

Inputting, accessing and retrieving information on computer terminal with sufficient accuracy and speed to perform the work.

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

**Education:**

Equivalent to graduation from high school, supplemented by related technical school or college-level course work.

**Experience:**

Two years of office support experience related to the personnel function. Experience in a public agency or school district setting is desirable.

**Physical Demands:**

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

N: 04/89 R: 02/03