

PERSONNEL ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for assisting the County Personnel Officer in administering Civil Service for County departments and all civil divisions under the jurisdiction of the County, as well as human resources functions for all County departments. An incumbent performs a variety of paraprofessional personnel activities, and is responsible for much of the routine day-to-day office operations. The work is performed under the general supervision of the Personnel Officer with wide latitude allowed for independent judgment, and in planning, scheduling, and carrying out duties and responsibilities. Performs related work as required.

TYPICAL WORK ACTIVITIES:

- Performs Office reception and responds to inquiries from employees, department heads, officials of civil divisions, and the general public; providing information, assistance, and guidance according to level of knowledge or expertise;
- Receives, reviews, and processes applications submitted for examination and/or appointment; ensures candidates meet specified qualification standards;
- May be responsible for overseeing civil service examination process, including examination planning and preparation, candidate correspondence, collection of fees, exam security, and monitoring of exams (which are generally held outside of normal business hours); maintenance of eligible lists, and canvassing of such lists as necessary;
- Reviews and processes personnel transactions; accurately maintains civil service employment roster cards and other records; and employee records in human resources information systems as applicable;
- Maintains personnel files for all employees in compliance with related employment laws, safeguards employee information, and ensures records are retained in accordance with retention and disposition schedules;
- Under the supervision of the Personnel Officer may perform civil service payroll certification process as required for the County and all civil divisions;
- May conduct new employee orientations to advise new hires of benefits and statutory entitlements; and processes all pertinent employment paperwork, and enrollment in benefits as applicable;
- May oversee, or assist in the administration of County sponsored and optional benefit programs; act as liaison with various benefit plan providers and insurance carriers; plan and coordinate annual benefit Open Enrollment; prepare and disseminate notices and plan documents; enroll eligible employees, and process changes which occur throughout the year;
- Oversees procurement of office supplies, office inventory, and prepares vouchers for payment of bills;
- May assist in coordinating and scheduling of employee training, and other services/programs;
- May prepare a variety of State and Federal reports; compile statistical reports; provide data for salary surveys; and assist in special studies as assigned;
- Performs general office duties such as answering telephone and forwarding calls, faxing, photocopying, and processing departmental mail; and may coordinate maintenance of department equipment;
- Attends conferences, seminars and meetings as appropriate.

NOTE: The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or related to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the New York State Civil Service Law, Rules and Regulations, or ability to acquire such within a reasonable timeframe; and apply principals in the performance of duties;
Good knowledge of human resources practices and processes;
Working knowledge of employee benefit programs, and statutory employee entitlements;
Ability to read and interpret complex written material, including Civil Service Laws; Federal, State, and Local laws and regulations; and collective bargaining agreements;
Ability to effectively communicate, and express oneself clearly both orally and in writing;
Ability to maintain accurate records, compile data to create reports, and prepare correspondence;
Ability to establish and maintain good working relationships with department heads, municipal officials, employees, and the public; and deliver excellent customer service at all times;
Ability to understand and carry out complex oral and written instructions;
Ability to maintain confidentiality; utilize sound judgment; and respond to shifting priorities and multiple competing demands;
Ability to proficiently operate a personal computer, using common software programs such as Microsoft Word, Excel, Outlook, and internet; learn to utilize proprietary software applications; and operate common office equipment;
Must demonstrate integrity, initiative, resourcefulness, courtesy, and dependability;
Ability to perform in a reasonable manner the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND EITHER:**

- (A) Graduation from a regionally accredited or New York State registered college with an Associate's Degree or higher in Business Administration, Human Resources, or a closely related field; **AND** two (2) years of full-time or equivalent part-time paid work experience performing technical aspects of personnel or human resources administration, in addition to routine clerical duties; **OR**
- (B) Four (4) years of experience as described in (A) above; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Determination of relevancy, nature, and scope of experience and/or training is subject to the discretion of the Personnel Officer.

Jurisdiction Class:	Competitive
Civil Division:	County Personnel Department
Adopted by YCCSC:	7/7/99
Revised by PO:	1/22/07
Revised by PO:	5/12/15

