

# NEW CASTLE COUNTY GOVERNMENT

Number 1260

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Date 03/07/16

## CLASS SPECIFICATION

Title: HUMAN RESOURCES ASSISTANT

Approved:



GENERAL STATEMENT OF DUTIES: Performs para-professional and technical personnel work to assist in a variety of human resources functions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of para-professional and technical human resources tasks. Under close supervision, this employee provides assistance in a variety of human resources and benefits administration activities and, as knowledge and experience are gained, performs tasks of progressively increasing difficulty. Work involves the exercise of judgement in the application of prescribed policies, procedures, and regulations. This is a confidential position dealing with sensitive labor relations matters. This employee is supervised by a designated supervisor.

EXAMPLES OF WORK: (Illustrative only)

- Conducts orientation sessions for new employees;
- Prepares and posts announcements of job openings and reviews applications for minimum qualifications;
- Performs varied research;
- Serves as liaison to employees, other departments, retirees, pensioners, agencies, vendors, insurance carriers, and union representatives relating to benefits administration, payroll records, leave and attendance, and similar matters;
- Represents New Castle County at job fairs and community events;
- Recruits and establishes eligible lists for entry-level positions, which includes administering written or computerized examinations;
- Scores examinations and calculates final results to include seniority and veteran's points and ranking on eligible lists;
- Assists in setting up and monitoring examinations, interviews, benefits information sessions, and training classes;
- Responds to requests for benefits and salary information;
- Collects, reviews, verifies, and tabulates data and prepares related reports, bulletins, tracking spreadsheets, performance measures and statistics;
- Audits, verifies, reconciles, adjusts, and processes payments for all billings for health insurance, dental insurance, life insurance, other benefit programs, the pension program, and other related billings;
- Reviews, audits, and reconciles related deductions for the County payroll and the pension payroll;
- Maintains personnel records, benefits information, data base information, and other related files on a computerized payroll/human resources system;

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- Enters all new and rehired employee data in the system for full-time, part-time, regular, temporary and seasonal employees to include personal data, job and compensation, benefit program, emergency contacts, tax withholdings, union dues deductions, employee review dates, photos and drivers' licenses;
- Processes promotions, demotions, transfers, reclassifications, account code changes, performance reviews, pay increases and other data changes in the system;
- Updates content and documents on the County website and intranet portal as needed;
- Monitors and maintains all benefits enrollment, participation, and cancellation activity in accordance with rules, regulations, policies, procedures, the Merit System, and labor contract provisions;
- Participates in special projects;
- Researches problems in an assigned area and makes recommendations to resolve such matters;
- Assists in labor relations activities through research, analysis of data, preparation of reports, investigation of grievances and complaints, and collection and preparation of data for negotiations;
- Answers inquiries and prepares correspondence in accordance with established procedures;
- Assists in maintaining and transmitting current policies, pay plans, class specifications, and other personnel and benefits-related material;
- Carries out federal regulations relating to benefits, attendance and leave, and other human resources functions and ensures compliance with such regulations;
- Collects, prepares, and inputs information for the computerized information system and runs reports and queries of data;
- Calculates revised employment dates for employees returning from leave and hours conversions for employees changing workweeks;
- Reviews requests for final payout for accuracy and final deductions and reconciles discrepancies with timekeepers;
- Supports various boards and committees to include scheduling and recording meetings, posting agenda, and composing and distributing minutes;
- May provide general office support functions such as answering telephones, directing and assisting callers, and opening and distributing mail;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer, and other related equipment in the course of the work.

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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Some knowledge of the principles and practices of human resources administration and benefits administration; some knowledge of Merit System Rules and Regulations; ability to understand and follow complex oral and written directions; willingness and ability to learn to perform a variety of tasks of progressively increasing difficulty; ability to do research; ability to make decisions in accordance with laws, ordinances, regulations, and established policies; ability to prepare clear, concise reports; ability to communicate courteously and effectively, both verbally and in writing; ability to establish and maintain courteous and effective working relationships with the public, employees, job applicants, pensioners, union officials, general managers, and outside agencies.

**MINIMUM QUALIFICATIONS:** At least three (3) years of experience at the level of Administrative Aide to include at least one (1) year in the human resources field and possession of a high school diploma or GED; or possession of a Bachelor's Degree from an accredited college or university with major course work in business, education, public administration, or human resources administration; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

**ADDITIONAL REQUIREMENTS:** Ability to pass a Class III County physical examination and background check.

**HISTORY OF REVISIONS:**

Established: 07/01/87  
Revised: 07/01/88  
Revised: 04/12/93  
Revised: 10/15/95  
Revised: 07/01/97  
Revised: 11/01/98  
Revised: 11/16/98  
Revised: 05/01/03  
Revised: 10/01/10  
Revised: 03/07/16