

## SENIOR HUMAN RESOURCES ASSISTANT

### DISTINGUISHING FEATURES OF THE CLASS:

This is a paraprofessional position in a municipal human resources office which is in charge of a unit of that office. Incumbents will be responsible for the day-to-day operations of the Examinations, Transactions or Employee Relations Unit, referring only the most difficult questions or problems to a higher level employee. Senior Human Resources Assistants are the highest level employee in their units. The work involves public contact, often concerning sensitive and complex problems related to personnel functions and supervision of others. The incumbent is expected to learn, apply and answer questions on aspects of the various laws, rules, policies and procedures of a municipal personnel office. Senior Human Resource Assistants function under the general supervision of higher level personnel positions. They supervise the work of paraprofessional and other support titles.

### TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises the day-to-day operations of the Examinations, Transactions or Employee Relations Unit of a municipal personnel office;
2. Schedules work, approves time off requests and participates in performance appraisals for employees of the unit;
3. Meets regularly with designated supervisors to confer on the operation of the unit;
4. Answers most questions from a variety of sources regarding policies, practices, opportunities, procedures, rights, benefits, obligations and privileges of public employees and prospective employees;
5. Irrespective of assignment, will be required to work regularly on Saturdays and evenings administering Civil Service examinations;
6. Requests examinations, prepares and issues exam announcements, deals with Examinations area of the State Civil Service Department, and sets up eligible lists and notifies candidates of their standing;
7. Processes various forms containing data on appointments, promotions, terminations, layoffs, pay rates, etc., and posts such data to appropriate electronic or hard copy record;
8. Conducts orientations for new employees explaining benefits and civil service status;
8. Reviews personnel transactions for legality and appropriateness and resolves problems on same;
9. Reviews payrolls for purposes of payroll certification;
10. Reviews applications for completeness and may make decisions in routine cases;
11. Completes special projects as assigned.

### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of modern office terminology, practices, procedures and equipment;  
Good knowledge of business English and basic mathematics;  
Working knowledge of the laws, rules, policies and procedures governing a municipal personnel office;  
Ability to supervise the work of others;  
Ability to establish interpersonal relationships;

**SENIOR HUMAN RESOURCES ASSISTANT** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (Cont'd)

Ability to communicate effectively, both orally and in writing;  
Ability to follow complex oral and written directions;  
Ability to type at an acceptable rate of speed and accuracy;  
Ability to deal with persons from a variety of socioeconomic backgrounds, especially in volatile situations;  
Ability to maintain complex and sometimes confidential records and files;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and one (1) year of full-time, technical work experience in public personnel administration in New York State;

**SPECIAL REQUIREMENT:**

Possession of a New York State Driver License at time of appointment.

PN0302

ADOPTED: 09/26/86

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