CLASS SPECIFICATION

Assistant to the Human Resources Director

FLSA Status: Exempt
Union Representation: Non-represented

GENERAL PURPOSE

Under general supervision, serves as an assistant to the Human Resources Director. Performs a variety of complex and often confidential assignments for or on behalf of the Director while maintaining full responsibility for a portfolio of bureau and City-wide projects of significant impact. Interacts with both internal and external customers and other stakeholders including City Council and the media.

DISTINGUISHING CHARACTERISTICS

This single position class provides complex, diverse and confidential assistance to the Human Resources Director. Assistant to the Human Resources Director is distinguished from Administrative Assistant and the Executive Assistant premium class in that it independently maintains a portfolio of projects with sole responsibility for deliverables and performs only minimal administrative support work for the Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Receives and responds appropriately to public information requests. Conducts research, responds to complaints from officials, customers and the public; refers the request or complaint to appropriate staff and/or takes or recommends action to resolve the issue; reviews; assists in the development of public information and educational materials.

2. Provides support in developing policies; assists in drafting, updating and publishing the HR Administrative Rules.

3. Develops Bureau of Human Resources marketing strategies for internal and external audiences; produces marketing materials for print and social media; and manages the bureau web pages.

4. Maintains the Director’s calendar; coordinates, arranges and confirms meetings; arranges for meeting setup; may attend meetings; creates and maintains event calendars.

5. Reviews, proofreads and edits bureau agenda items for City Council and staff meetings and meetings of public and interagency committees; maintains files for agenda materials; provides information to bureau heads on pending City Council matters, legislation, bureau projects and assignments and a variety of other matters; tracks bureau's legislative agenda and actions.

6. Provides confidential high-level assistance and support to the HR Director; assists Director by acting as bureau contact for inquiries from the Mayor's and City Commissioners' Offices; prepares City Council materials, memoranda, correspondence, reports, contracts, agreements, presentation and overhead materials, speaking points, forms, requests for proposals, bureau manuals and technical reports; proofreads and checks typed and other materials for accuracy, completeness and compliance with City and bureau standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; develops, revises and maintains master documents; may maintain a variety of data in databases or spreadsheets; composes correspondence, reports and informational materials; communicates and explains bureau policies and City Code to staff.

OTHER DUTIES

1. Prepares or reviews and tracks confidential employee reports, including performance evaluations, workplans and disciplinary actions.

2. Serves on City committees and task forces for special projects.

3. Serves on and attends City and bureau committees and meetings.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures, including record keeping, filing and purchasing practices and procedures.

2. Basic laws, rules, or procedures governing the release of information and retention of public records.

3. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

4. Marketing communications and web-based visual best practices as well as web design tools.

5. Basic functions of public agencies, including the role and responsibilities of a public governing board.

6. Computer equipment and advanced uses of word processing, spreadsheet, graphics, database and other software.

7. City Council report guidelines and formats.

8. State and city legislative processes.

9. Research techniques, methods and procedures.

10. City human resources policies.

Ability to:

1. Operate a computer and word processing software and other standard office equipment.

2. Manage multiple and rapidly changing priorities.

3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

4. Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies, to include interpreting legally binding documents and taking action as indicated.

5. Organize, research and maintain complex and confidential files.

6. Compose correspondence, prepare documents and make arrangements from brief instructions.

7. Communicate clearly and effectively orally and in writing, on paper and electronically, as well as through visual media.

8. Prepare clear, accurate and concise records and reports.

9. Maintain highly sensitive and confidential information.

10. Use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals.

11. Establish and maintain highly effective working relationships with bureau heads, elected and appointed officials, staff, community and business leaders, customers, the media and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and six years of increasingly responsible administrative or project management experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:
Adopted: 06-01-2016