



CITY OF HAWTHORNE
HUMAN RESOURCES DEPARTMENT
HUMAN RESOURCES CLERK

Classification Specification
(*PART-TIME*)

JOB SUMMARY

The Human Resources Clerk works under the supervision of the Director of Human Resources or designee, and performs a variety of specialized clerical duties requiring knowledge of Human Resources operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Human Resources Clerk. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

1. Effectively assist the public and employees; answer calls and determine how calls should be routed; direct public and employees to appropriate offices; answer routine questions; and distribute and explain forms, such as, employment applications.
2. Prepare process and review a variety of documents such as applications, employee files, for completeness, accuracy and submission standards.
3. Type a variety of documents in draft and final form, such as correspondence, forms, and reports; proofreads materials for correct grammar, spelling and punctuation.
4. Assist in processing personnel action forms, and employment verifications.
5. Assist in administering the employees benefits program and activities.
6. Schedule and organize meetings, sort and distribute mail; maintain employee and departmental files.
7. Assist in the recruitment process; mail applicant notifications and administer typing tests.
8. Maintain department supplies and process invoices for payment.
9. Operate a variety of office equipment including computer; related software, photocopiers, fax machines, and printers.
10. Understand and follow oral and written instructions.
11. Communicate effectively, both orally and in writing.
12. Establish and maintain cooperative working relationships with those contacted in the course of work.
13. Perform any other tasks or functions deemed necessary to the daily operations of the employer

MINIMUM QUALIFICATIONS

Education, Training, & Experience

Graduation from High School or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing.

One (1) year of paid clerical experience; OR any combination of education or experience that demonstrates the ability to perform the required duties for the position.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Bilingual Preferred.

QUALIFICATIONS

In addition to the minimum requirements, the ideal candidate will possess:

1. Basic human resources functions and procedures
2. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
3. Business letter writing and the standard format for typed materials.
4. Methods and techniques of proper phone etiquette.
5. Methods and techniques for record keeping and filing.
6. Customer service and public relations methods and techniques.
7. English usage, spelling, grammar and punctuation.
8. Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of the Human Resources Department.
9. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
10. Understand, interpret, and apply general administrative and departmental policies and procedures.
11. Answer questions and provide information to City employees, outside agencies, and the general public requiring the interpretation and explanation of human resources program, policies, and procedures.
12. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
13. Read, understand, and review documents for accuracy and relevant information.
14. Use applicable office terminology, forms, documents, and procedures in the course of the work.
15. Make accurate arithmetic calculations.
16. Compose correspondence and compile and arrange data in a readable and comprehensible manner.
17. Establish and maintain complex record keeping systems.

18. Proofread and edit draft reports or correspondence for errors in grammar or structure.
19. Coordinate activities and meet critical deadlines.
20. Deal successfully with the public, in person and over the telephone.
21. Understand and follow instructions.
22. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
23. Type and enter data at a speed necessary for successful job performance.
24. Communicate clearly and concisely, both orally and in writing.
25. Establish and maintain effective working relationships with those contacted in the course of work.