



JULY 2009
FLSA: NON-EXEMPT

HUMAN RESOURCES SPECIALIST

DEFINITION

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including insurance and benefit programs as well as assisting with the other human resources programs and services and general office administration; prepares, reviews, and distributes human resources information systems records; provides responsible technical and clerical support to professional staff in the Human Resources Department; assists in completing various human resources studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean of Human Resources. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is an experienced-level paraprofessional class in the Human Resources Department responsible for performing technical work in benefits and/or worker's compensation and other insurance programs administration, in addition to performing a variety of record-keeping, administrative, and technical support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and District activities, and extensive staff, public, and organizational contact. This class is distinguished from the Human Resources Representative in that the latter is a professional-level classification that requires a four-year degree.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing all assignments:

- Provides general technical and administrative support to the Human Resources function, including preparing correspondence, memoranda, and reports, performing reception functions, processing mail, performing data entry, processing payments and sending to appropriate vendors, and maintaining schedules and records.
- Establishes and maintains employee personnel and benefits files.
- Interprets and applies Federal, State, and local laws and regulations concerning human resources programs.
- Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to District staff, other organizations,

and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.

- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Performs other duties as assigned.

When assigned to Benefits Administration:

- Performs administrative work related to employee benefits programs such as health, dental, vision, life insurance, Tax Sheltered Annuities, Section 125-Reimbursement Accounts, catastrophic illness/injury leave, and COBRA program.
- Prepares for Open Enrollment; enters benefit enrollment and changes into related databases, such as the Los Angeles County G-Link.
- Assists with orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
- Conducts exit interviews for terminating and retiring employees for transition of benefit options.
- Responds to employee and retiree questions and complaints, and may interface with medical insurance providers and insurance representatives.
- Consults with employees and their families regarding death claims.

When assigned to Worker's Compensation and other District-run programs:

- Performs administrative work related to Worker's Compensation, Student & Athletic Accident Insurance, and Property & Liability Insurance; receives, logs, processes, and maintains self-insured risk claims and accident reports.
- Ensures that injury claims are reported in a timely manner; provides information to injured employees, supervisors, occupational health providers, and Worker's Compensation administrators to obtain examinations, treatments, benefits.
- Monitors the status of temporary disability, medical releases from the District treating physician, and other data relevant to each claim; notifies the employee, payroll, and the employee's supervisor/administrator.
- Prepares for Worker's Compensation Investigations by providing requested and required materials, scheduling interviews and meeting with claims investigators and attorneys.
- Monitors medical treatment/progress of employees and verifies return to work and/or modified work status with medical facilities.
- Processes Property & Liability Insurance claims; initiates billing requests to recover funds for damages to District property.
- Acts as a liaison with the third party administrator; receives requests, searches pertinent records; selects proper informational material, or if indicated, determines other appropriate actions to be taken.
- Administers the Employee Rideshare Program; processes participant enrollment form, prepares reports, maintains program budget, hosts rideshare events, and coordinates and runs quarterly new employee meetings.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of the human resources function in a public agency setting.
- Policies and procedures related to benefits and insurance program administration.

- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Maintain accurate and confidential human resources records.
- Review and reconcile employee benefit records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree with major coursework in human resources management, business or public administration, or a related field, and two (2) years of technical human resources support experience in a college or public agency setting.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and

retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.