

CITY OF TUALATIN

Classification Description

Job Title: Human Resources Specialist
Department: Human Resources
Reports To: Human Resources Manager
FLSA Status: Non Exempt

SUMMARY: Performs a variety of assigned advanced administrative support functions and specialized Human Resources functions of considerable complexity and/or of a sensitive nature for the Human Resources Department. Provides assistance to Human Resources, Volunteer Services, and City staff in the administration of Human Resources and Volunteer Services programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for answering questions regarding the City's benefit programs; explains benefit programs to employees, processes benefits forms, assists employees in resolving questions about benefits and coverage; works closely with third party benefit administrators to resolve issues. Updates benefit premium cost sharing tables and employee benefit resource documents.

Assists Human Resources (HR) Analyst with benefit open enrollment by distributing, collecting, processing and tracking benefit forms; Participates in open enrollment meetings as assigned.

Conducts new employee orientations as assigned; Prepares and tracks completion of employment related paperwork, including benefit enrollment paperwork; Makes copies of hiring paperwork and distributes/sends as needed (payroll, 3rd party benefit vendors); Advises organization and associations of new employees through email; Coordinates with Police Department for new employee ID badges.

Works within the Human Resources Information System (HRIS) and/or Payroll modules of the City's financial system to enter new employee information and to update employee data as necessary. Sets up new employees in benefits administration system.

Manages employee manual and computerized records, including maintaining employee personnel and confidential files in accordance with City policy and State archiving requirements; Assists HR personnel with retrieving files from archives and making copies of files as necessary; Handles requests for personnel file reviews from outside agencies.

Assists in conducting research for classification and compensation studies; Provides general assistance to other agencies regarding the City's job specifications and pay rates.

Coordinates Commercial Driver's License (CDL) Random Drug Testing Program; tracks employee information and schedules employee testing and medical appointments for renewals and random testing, and maintains employee CDL files.

Assists HR personnel with City recruitments through completing the following, but not limited to: processing advertisements with newspapers and online job boards, explaining recruitment process to job applicants, communicating verbally and in writing to applicants regarding hiring process and status, monitor recruitment inbox/distribute or answer emails as appropriate, and proxy skills tests.

Performs pre-employment duties, including conducting and requesting criminal and background investigations, conducting Department of Motor Vehicles record checks, and scheduling physical and drug screens.

Assists HR Manager and HR Analyst in completing assigned risk management tasks such as creating worker's compensation files and coordinating with departments on obtaining and collecting necessary documentation on claims.

Tracks a wide variety of data and events, including but not limited to, performance appraisals, wellness events, OFLA/FMLA leave, service awards, budget, and training, within applicable online and manual systems.

Maintains department web pages and Intranet.

Performs assigned operational activities of HR Programs such as First Aid/CPR classes, Flu Shot Clinics, Training classes, Wellness Fairs, All Employee Meetings.

Assists with answering phones and greeting customers within the department; Provides clerical assistance as needed.

Prepares correspondence, reports, statistics, and other records and documentation as necessary.

Acts in a courteous, respectful, and professional manner. Is responsive to internal and external requests. Creates and maintains a supportive work environment. Treats all employees with respect. Cultivates and maintains internal and external professional relationships to the benefits of the City. Able to exhibit a high level of confidentiality.

Effectively, confidentially, and sensitively interacts with staff, City Council, the public and outside agencies.

Drives to city facilities, vendors, training programs, and meetings as necessary.

SUPERVISORY RESPONSIBILITIES:

Supervision of other employees is not a normal responsibility of this position. May exercise limited direction over clerical employees or volunteers engaged in a variety of clerical tasks upon direction of supervisor. Independence of action is required.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply and divide. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Computer Skills: Thorough knowledge of word processing, database, order processing, and spreadsheet software programs. Ability to navigate the Internet and update website pages using applicable software program. Skill in using Human Resources Information System (HRIS).

Other Skills and Abilities: Independence of action is stressed. Assignments may be general in nature requiring the ability to independently plan and prioritize work processes. Thorough knowledge of standard office procedures, business English, spelling and grammar. Ability to accurately take and transcribe meeting minutes using a laptop computer or handwritten notes. Ability to compose correspondence in an effective style and business form. Ability to type rapidly and accurately from rough drafts and dictating equipment. Ability to operate standard office equipment including personal computer, calculator, multi-line telephones, etc. Demonstrated ability to use tact and diplomacy when dealing with the public and elected officials. Ability to establish and maintain effective working relationships with other employees.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of, or the ability to secure possession of, a valid Oregon driver's license. Specific assignments may require possession of, or the ability to secure, state certification for performing assigned duties.

EDUCATION and/or EXPERIENCE: Minimum of three years of increasingly responsible administrative experience in human resources or closely related field. High school diploma or general education degree (GED) including specific training in office practices and general clerical skills. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate. Position requires the ability to work a flexible schedule which may include evenings, weekends and holidays, as well as attending out of town meetings.