

## **CITY OF FONTANA HUMAN RESOURCE CLERK**

**DEFINITION:** Under direct supervision, performs a variety of specialized clerical duties requiring knowledge of Human Resources operations. Positions allocated to this class are distinguished from the clerical series by the performance of duties in support of the labor relations process and are therefore considered confidential.

**EXAMPLES OF DUTIES:** The Human Resources Clerk is assigned primary responsibility for maintaining records, carrying out procedures, preparing a variety of complex documents, and/or effecting public contact which requires considerable knowledge of Human Resources procedures and policies.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- 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.
- Prepare, process and review a variety of documents such as applications, employee files, payroll records, for completeness, accuracy and submission standards.
- Type a variety of documents in draft and final form, such as correspondence, forms, and reports; proofreads materials for correct grammar, spelling and punctuation.
- Assist in processing unemployment claims, personnel action forms, and employment verifications.
- Assist in administering the employees benefits program and activities.
- Schedule and organize meetings, sort and distribute mail; maintain employee and departmental files.
- Assist in the recruitment process; mail applicant notifications and administer typing tests.
- Maintain department supplies and process invoices for payment.
- Operate a variety of office equipment including computer; related software, photocopiers, fax machines, and printers.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally the

position requires near and far vision in proofreading correspondence and work related documents. Acute hearing is required when providing phone and counter service.

### **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Modern office methods and procedures.
- Principles and procedures of record keeping.
- English usage, spelling, grammar and punctuation.
- Effective public contact techniques.
- Municipal government Human Resources operations.

**Experience:** One year of clerical experience in a Human Resources Department.

**Education:** Equivalent to the completion of the twelfth grade supplemented by specialized clerical training.

**Typing Speed: 45 wpm**