SARASOTA COUNTY GOVERNMENT
Career Track

HUM AN RESOURCES ASSISTANT

SUB-CLASS CODE: See Below
EEO CODE: 05
FLSA: Non-Exempt
W/C CODE: 8810
PAY BAND: Admin./Para-Professional

MAJOR FUNCTION(S)

This is para-professional/office support work providing Human Resources customer service, transactional processing and other HR related work with varying degrees of judgment and discretion. Positions in this series normally report to HR Professional lead personnel.

Primary Purpose	
Tier II Sub-Class Code 32366 - Pay Grade 9922	***Tier III (Senior)** Sub-Class Code 32367 - Pay Grade 9923
Duties/tasks are frequently non-routine. Resolves most questions and problems, and refers more complex issues to higher levels.	**Duties/tasks reflect variety and moderately complex work. Assignments are broad in nature and support workforce planning, compensation and employee relations efforts. May serve as a resource in resolving moderately complex problems/issues. May act as lead employee and assign/check work of others.**
In general, work assignments at this level may include, but are not limited to…. ▪ Processes payroll requests/employee status changes ▪ Conducts background and reference checks ▪ Verifies information (I-9's, payroll data, etc.) ▪ Provides external and internal customer service (in person and/or on the telephone) ▪ Schedules appointments ▪ Advises others on policies, procedures and bargaining unit contracts ▪ Recommends changes for the improvement of workflow ▪ Assists with special non-routine projects ▪ Researches/analyzes information ▪ Resolves problems/situations ▪ Prepares and distributes reports/correspondence/forms ▪ Provides/obtains information from employee/business center ▪ Assists with recruitment and interview process ▪ Participates in the general maintenance (supervisor changes, add events, address changes) of the HRMS database ▪ Assists in open enrollment and other benefit matters ▪ Works under minimal supervision ▪ Reports to HR Professional	**In general, work assignments at this level may include, but are not limited to….** ▪ Coordinates on-boarding process for new employees ▪ Coordinates and assists with new employee orientation ▪ Prepares/coordinates information for payroll ▪ Acts as lead and resource to team; providing guidance/ training as needed ▪ Maintains compliance with federal and state regulations ▪ Advises and consults with management on topics such as performance management, payroll, policy/regulatory matters, basic discipline issues, etc. ▪ Researches data and other HR-related information ▪ Posts updates to the HCMS database and maintains data ▪ Interfaces with county offices/business centers ▪ Develops BC/BU communications ▪ Drafts and signs correspondence ▪ Acts as primary contact HR/TPM/Payroll ▪ Coordinates office equipment logistics ▪ Implements problem-prevention plans ▪ Participates on interview panels ▪ Assigns and coordinates projects ▪ Attends meetings in support matters
*Advanced level includes Tier 2 duties	

Core Competencies (Knowledge, Skills and Abilities)

Tier II Sub-Class Code 32366	**Tier III** Sub-Class Code 32367
Communication Skills/Technical Knowledge	
▪ Displays good customer service skills such as courtesy, sensitivity, tact, rapport, and discretion ▪ Maintains high standard of confidentiality ▪ Responds appropriately to inquiries and provides adequate information ▪ Delivers a high level of response to controversy and issues ▪ Places priority on responses ▪ Communicates effectively and appropriately ▪ Demonstrates flexibility in work situations	▪ Handles difficult customers/situations ▪ Prioritizes work effectively ▪ Responds to inquires of a non-routine nature ▪ Provides appropriate response to policy, procedures, bargaining unit contract matters, and legal or regulatory issues ▪ Organizes and presents information effectively ▪ Uses tact in responses to executives, contractors, and external/internal customers ▪ Displays initiative to contact customers on difficult issues ▪ Exercises sound, independent judgment ▪ Possesses good technical knowledge of field ▪ Practices good time management techniques
Both levels require ability to establish and maintain effective working relationships.	
Business Equipment and Computer Skills	
Intermediate computer skills: ▪ Outlook ▪ Word ▪ Excel ▪ Electronic Filing Systems ▪ Pathlore ▪ eNet ▪ eVerify (or other screening software applications) ▪ Payroll Systems Ability to use standard business equipment: ▪ Copier ▪ FAX ▪ Calculators ▪ Printers ▪ Phones	Expert skills in computer operations in Tier 2, plus: ▪ Expert in Computer software/hardware necessary to perform job ▪ Power Point ▪ Computer Maintenance Software
Budget/Fiscal Skills	
▪ Exercises good stewardship of county resources	▪ Exercises good stewardship of county resources ▪ Offers innovative cost-saving ideas when appropriate

Minimum Qualifications	
Tier II Sub-Class Code 32366	**Tier III** Sub-Class Code 32367
▪ High School Diploma or equivalent education ▪ 2 years of HR clerical and computer experience ▪ College course work in Business from accredited college or university preferred ▪ Related Professional Certification preferred Note: One year of college may substitute for one year of experience.	▪ Associate's Degree from an accredited college/university ▪ 4 years of HR administrative/para-professional experience ▪ Related experience may substitute on a year-for-year basis for the college degree ▪ Advanced Professional Certification highly desirable
NOTE: 30 college credits are considered equivalent to one year of college.	

NOTE: Employees who acquire the skills and minimum qualifications for the next level will be able to apply for promotional opportunities. Employees will not automatically be upgraded to the next level. Reclassifying a position is based on business need and financial impact and not based solely on the incumbent.

APPROVED BY: **DATE:**

Chris Louria, Chief Human Resources Officer 1/23/19

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Revisions: 12/16/09, 1/30/13, 2/4/13, 4/5/13