



Code: 1341
Family: Human Resources
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Personnel

CLASS TITLE: PERSONNEL ASSISTANT

CHARACTERISTICS OF THE CLASS

Under supervision, performs a variety of clerical duties relative to personnel administration; and performs related duties as required

ESSENTIAL DUTIES

- Prepares and processes documents necessary to initiate and implement personnel actions such as appointments, resignations, reinstatements, and title and salary changes
- Compiles work force data and maintains and updates employee personnel records and files to ensure all relevant documents such as performance appraisals, personnel actions and position and salary histories are included
- Prepares and routes request to hire forms
- Prepares notifications for selected candidates of intended appointments and schedules pre-employment physical examinations
- Processes paperwork for new employees and ensures that required forms are completed prior to effective start date; provides benefits orientation to inform employees of medical, dental, vision, pension, and life insurance coverage
- Receives and processes benefit enrollment forms and supporting documents to enroll employees in selected benefits plans
- Assists employees in resolving insurance related problems by contacting the City's Benefits Office and service providers regarding employees' insurance coverage
- Responds to employee inquiries regarding personnel paperwork

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of personnel/human resources work experience AND/OR at least 30 semester hour or equivalent quarter hours from an accredited college or university in Human Resources, Business Administration or a directly related field

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- Some positions may be required to access and retrieve files, supplies and proprietary documents from storage and supply cabinets and pack and move documents for on- and off-site storage.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- *applicable writing techniques
- applicable computer software packages and applications
- *timekeeping and payroll processing policies and procedures
- City's collective bargaining units, agreements, and grievance process
- collective bargaining principles, practices, and contract administration

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *SERVICE ORIENTATION - Actively look for ways to help people

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2014