

## **HUMAN RESOURCES ASSOCIATE**

### **DEFINITION OF WORK**

Employees in this classification perform a variety of technical program support and administrative duties in the County's Human Resources Department, Sheriff's Office, and Risk Management Departments.

### **Distinguishing Features of the Class**

Employees in this class provide a variety of programmatic assistance in the daily administration of one or a variety of human resources functional areas. Work involves transactional activities in applying specific human resources procedural guidelines, explaining procedures and policies to employees and applicants, compiling a variety of information related to benefits administration and employee files, tracking of procedural activities, maintaining records, and compiling reports. Employees may support a variety of well established human resource areas such as position management, talent acquisition, benefits and retirement administration, employee relations, talent management, and salary administration. Work may include tasks such as serving as departmental receptionist and answering employee and applicant questions in a variety of program areas; entering information into payroll and HR system databases; posting, accepting, and maintaining tracking records on applicants, organizing and maintaining personnel files; processing workers' compensation claims, and conducting employee orientation and exit interviews. Work involves extensive contact with employees and applicants to provide policy interpretation and assistance, and requires knowledge of assigned areas of human resources administration with a high degree of accuracy. Employees must exercise sound judgment, tact, and initiative in all contacts. Work is performed under the general supervision of the Human Resources professionals and Human Resources Deputy Director and is evaluated through conferences, observations, reports, and feedback.

### **EXAMPLES OF WORK**

Employees in this classification serve as initial contact for the department, greet the public in person and by telephone and provide information requested; post vacancy announcements, enter applications in the applicant tracking system, complete and coordinate the collection of required documentation relating to recruiting and interviewing, testing, hiring, employment eligibility and requirements to include information required for sworn law enforcement and detention personnel; counsel applicants regarding application procedures; participate in the interview selection process; schedule pre-employment testing including drug screening or physical testing; compile and prepare new hire packets and explain new hire process to employees; coordinate orientation sessions and benefits enrollment for employees; assist employees with completion of benefits forms; assist with new employee orientation, assist employees in completing forms for benefit purposes, and explain County benefits and available options; process workers' compensation claims with Risk Management Department; maintain departmental personnel files, establishing folders for new employees and filing information; provide retirement counseling based upon financial, medical disability, and law enforcement options; administer the health insurance coverage for retired employees and resolve claims issues; respond to employee and citizen requests for information about personnel files; release personnel information in accordance with the Personnel Privacy Act; enter a variety of initial and change employee information into payroll system; use established database, spreadsheet and word processing programs and payroll/personnel software to enter and retrieve information as needed; prepare reports as requested; assist employees with benefits questions and claims concerns; assist in completing paperwork and accessing benefits; conduct exit interviews with terminating employees and those going on leave to provide benefit information; back up other staff members in assigned

functions; provide administrative support in setting up meetings and generating reports and correspondence as required; and perform related duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from high school and four years of progressive administrative work with one of those years providing technical support to a human resources program; or an equivalent combination of education and experience.

#### **Knowledge, Skills, and Abilities:**

Considerable knowledge of office administration techniques; working knowledge of policies, provisions and insurance regulations of benefits programs and recruitment requirements; working knowledge of the County personnel policies and procedures and State and federal laws related to privacy of personnel records; working knowledge of theories, principles and practices of human resource administration, especially for assigned functions; knowledge of computerized office suite software and other similar software; ability to gather and analyze information and complete reports; ability to analyze and use policy and procedures to resolve problems; ability to maintain the confidentiality of personnel records and discussions; ability to establish and maintain effective working relationship with other officials, department heads, employees, and the general public; ability to communicate effectively in oral and written forms; ability to organize work and perform duties accurately.

### **SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

### **ADA REQUIREMENTS**

Employees are subject to hazards associated with office work such as ergonomic and visual acuity issues.

### **PHYSICAL REQUIREMENTS**

Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.