



CLASS TITLE | SENIOR HUMAN RESOURCES ASSISTANT

PAY GRADE: AT-32 | www.cityoftulsa.org/pay

Class Code: 2530

Effective Date: 03/13/2024

****THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW****

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for initiating and completing administrative, fiscal and special project tasks necessary for the HR management team in one of the following areas: Administration and Civil Service, Compensation/Classification/Policy Administration, Risk Management, Insurance and Retirement, Employment and Employee/Labor Relations ; and performs other related duties as assigned.

ESSENTIAL TASKS: (All Divisions)

- Anticipates the advanced operational and administrative support needs of the Personnel Director and/or HR management team so that assigned functions are completed in a timely manner
- Initiates actions necessary so that the proper informational needs of internal and external customers are met providing the highest quality of customer service possible
- Provides actions needed to ensure assigned departmental processes are completed in a timely manner and identifies and plans resources necessary to do so and responds to special requests
- Implements proper retention procedures as to files, logs, records, website and databases
- Provides actions needed to accomplish payroll and other financial duties, including budget coordination, preparation and tracking
- Reviews, audits, monitors and reconciles information and prepares status updates and assists with or coordinates special projects
- Provides administrative support to committee, board, or authority meetings as assigned
- Reports to work on a regular and timely basis

In some positions will also perform the following and other related essential tasks:

- Calculates retirement benefits and prepares related reports including monthly payments, refunds and statements and works with retirees to support the goals of the retirement section
- Creates, maintains, and audits benefits systems information
- Assists employees with questions regarding health benefits and other ancillary plans, including relevant policy application and provides efficient, prompt response
- Assists with testing and implementation of benefit system changes and updates
- Assists job applicants with questions regarding hiring/promotion process including testing procedures and online applications
- Coordinates the temporary employment process and acts as a resource for both department and vendor questions
- Assists in planning and scheduling of training classes, maintains safety and other training databases to record attendance and class information
- Develops and maintains reports related to risk management and loss control, including OSHA, and COPES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and,**
- (b) Six (6) years of increasingly responsible office or administrative experience; **including,**



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(c) Two (2) years of experience performing any of the essential tasks listed in this job description

PAY INCREASE OPPORTUNITIES

Employee will be eligible for a one (1) step proficiency increase upon completion of thirty (30) accredited college hours **and** six (6) months of employment in the position **or** completion of challenging external HR training program which imparts knowledge of applicable modern principles of HR and advances continuous improvement as approved in advance by the employee's manager.

Employee will be eligible for an additional one step proficiency increase upon completion of sixty (60) accredited college hours (or Associate's degree from an accredited college) **and** eighteen (18) months of employment in the position or completion of additional external HR training approved as approved in advance by the employee's manager.

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of the methods, practices, policies, and techniques used in personnel administration and related Human Resources laws, procedures, and practices

Ability to:

- Learn personnel policies and procedures and related processes, including payroll, accounts payable, labor contract provisions and department-specific procedures
- Perform and understand a wide variety and full range of specialized, professional, complex, and confidential administrative support functions, including interpreting legal and medical terminology
- Self-start, organize, set priorities, exercise sound judgement and work independently
- Suggest/implement improved service delivery recommendations as well as to alert management to potential issues that could impact business functions
- Prepare clear, concise, and comprehensive reports, correspondence, and documents involving administrative, organizational, budgetary, and financial data
- Function in a high-volume work environment
- Communicate clearly, logically, and persuasively utilizing the highest level of interpersonal skill
- Establish and maintain professional working relationships in order to understand and influence the behavior of internal and external customers

Skill in:

- Operating a personal computer and related software and organizing, compiling and accurately recording information
- Providing customer service
- Planning and achieving the timely delivery of information and resources
- Providing attention to detail
- Maintaining confidentiality of records and information

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending and handling; and vision, speech and hearing sufficient to perform the essential tasks.



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Licenses and Certificates: Possession of a Valid Oklahoma Class “D” Driver license in some positions.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and working hours may vary due to testing and meeting schedules.

EEO Code: N-02

Group: Clerical and Administrative

Series: Human Resources Management