



Employee Name			
Position Title	Human Resources Assistant	Department	Human Resources
FLSA	Non-Exempt	Reports To	Director of Human Resources
Pay Grade	4	Unit	Non-represented

Purpose of Position

The purpose of this position is to perform routine clerical and records maintenance tasks for the Human Resources department. Routine clerical and records maintenance tasks may include typing forms, correspondence and reports, entering data on computer and manual records and files. This work is performed under the direction of the Director of Human Resources.

Essential Duties & Responsibilities

The following duties are normal for this position. The duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties may be required and/or assigned.

- Performs public reception and customer service tasks such as answering and routing telephone calls, take and relay messages, provides routine information and refers inquiries/complaints to appropriate staff person, department or agency along with greeting and directing visitors.
- Enter and scan department data to computer spreadsheets, records and manual records from written sources, forms and other materials according to established guidelines including benefit enrollments, applicant/recruitment data, unemployment notices, workers compensation, training, and other routine information. Additionally, the Human Resources Assistant will maintain, and update records as assigned.
- Types correspondence, reports, forms, memos and other materials from written and oral instructions.
- Sorts, copies, scans and files printed materials.
- Assists in scheduling various HR events/meetings, including applicant interviews, employee orientations, HR/Benefit training, Health Risk Assessments, wellness events, etc.
- Process Limited Term Employment (LTE) forms for new hire and termination.
- Responsible for tracking and monitoring employee attendance and leave data; prepare and provide reports and notices to employees and managers.
- Prepares and processes department invoices for Director approval.
- Monitors HR budget line items and notifies Director of Human Resources of line-item overruns and balances.
- Assists in processing employee benefit forms along with preparing employee benefit mailings.
- Performs audits of various records, including medical benefit plan census, third-party administrator census and bills, health risk assessment registrations, etc.
- Processes employee name/photo identification badges.

- Serves as Room Tax Commission Secretary.
- Maintains confidentiality at all times, including but not limited to, HIPAA information, employee personnel and medical information, and applicant information.
- Maintains regular and predictable on-site attendance.

Additional Duties & Responsibilities

While the following tasks are necessary for the work of the department, they are not an essential part of the purpose of this position and may also be performed by other department staff.

- Faxes messages.
- Orders office supplies.
- Processes and distributes incoming and outgoing mail.
- Orders flowers for bereavement and hospitalization.
- Assists with special projects as assigned.
- Research wellness topics and assists in the implementation as needed.
- Proctors civil service exams, including evening exams.

Minimum Training & Experience Requirements

- High school diploma or equivalent, vocational/technical training in computer applications and two (2) years of responsible clerical experience; or a combination of education and experience that provide equivalent knowledge, skills, and abilities required.
- Minimum typing speed/accuracy of 40 wpm required.
- Strong communication, listening skills and customer service skills required.
- Demonstrated proficiency in computer software such as Microsoft Office Word, Excel, Outlook, etc. required.

Physical & Mental Requirements

Language Ability and Interpersonal Communication

- Ability to analyze and categorize data and information to determine the relationship of the data with reference to established criteria & standards.
- Ability to compare, count, differentiate, measure, and assemble.
- Ability to classify, compute, and tabulate data.
- Ability to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations.
- Ability to utilize a variety of advisory data and information such as employment forms, grievances, union contracts, benefit forms, job bids, billing statements, requisitions, budget, payroll records, wage surveys, job postings, advertisements, job applications and resumes, benefit handbooks/manuals, service contracts, personnel

policies, request for proposals, ordinances, resolutions, statutes, procedures, guidelines, and non-routine correspondence.

- Ability to communicate orally, and in writing with all City employees, Common Council members, union representatives, job applicants, attorneys, medical care providers, training personnel, benefit plan administrators, media, consultants, and the general public.

Mathematical Ability

- Ability to add and subtract, multiply and divide, and calculate percentages, fractions and decimals.

Judgement and Situational Reasoning Ability

- Ability to use functional reasoning in performing influence functions such as supervisor, managing, leading, teaching and coaching.
- Ability to establish priorities.
- Ability to exercise the judgement, decisiveness, and creativity required in situations involving the evaluation of information against sensory and/or judgement criteria, as opposed to criteria which are clearly measurable.

Physical Ability

- Ability to operate a variety of office equipment including computer terminal, typewriter, telephone, calculator and photocopier.
- Ability to coordinate eyes, hands, feet and limbs in performing movements requiring skill and training such as data entry.
- Ability to exert light physical effort in sedentary to light work, but which may involve some stooping, lifting, carrying, pushing, and pulling.
- Ability to sustain prolonged visual concentration.

Environmental Adaptability

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, irate individuals, and intimidation may cause discomfort and poses a limited risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.