

## HUMAN RESOURCES CLERK/RECEPTIONIST

### GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a variety of routine clerical duties on a daily basis and performs special projects that are assigned by the Human Resources staff which are on a strict deadline; assists the Human Resources staff with administrative, procedural, and clerical detail.

**DISTINGUISHING CHARACTERISTICS:** The Human Resources Clerk/Receptionist performs the full range of duties under general supervision and may be assigned clerical work involving several routine tasks specific to Human Resources. The incumbent may provide semi-advanced skill and knowledge related to a specific function within the HR Department. The HR Clerk/Receptionist works general supervision and is expected to work semi-independently. The incumbent must have the ability to understand the confidential nature and sensitivity of the work being performed in a Human Resources environment. Generally, changes in work procedures are explained in advance and/or as they arise. The position must exercise good judgment and initiative within well-established general guidelines while performing the full range of duties assigned to this classification.

**REPRESENTATIVE DUTIES:** The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.

**BASIC FUNCTION:** The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Performs a wide variety of clerical and computer work related to the programs and services administered by Human Resources. These may include, but are not limited to, working with various database systems, including an HRIS system and an applicant tracking system. \*
2. Prepares and generates standard letters, memorandums, reports, bulletins, handbooks, questionnaires, contracts and other materials from drafts, templates, or verbal instructions. \*
3. Serves as a receptionist and first point of contact; greets and assists staff, students, faculty, administration, and the general public. \*
4. Compiles information from various sources and types on a variety of forms. \*
5. Reviews documents for accuracy, completeness, and conformance to established procedures. \*
6. Maintains the Department of Human Resources' general e-mail account; researches and responds to general inquiries, requests for job applications, status of submitted applications, and the District's recruitment process. \*
7. Sorts, updates, maintains, processes, and verifies a variety of HR documents and forms including but not limited to personnel action (P-1's) notices, personnel files, employee documentation, I-9 Forms, employment applications, and recruitment documents; updates, maintains, and ensures the accuracy, completeness, and compliance of the HR Department's files and filing systems. \*

8. Receives and responds to inquiries; provides information concerning standards, procedures, and programs; stays current on HR policies and procedures. \*
9. Receives and answers telephone lines; provides information and assistance to callers; takes messages; routes and/or transfers calls to appropriate staff, departments, and/or programs. \*
10. Screens, prioritizes, and routes incoming mail; routes and/or delivers various inter-office and inner-campus mail. \*
11. Receives and posts information to the Department of Human Resources web page. \*
12. Receives and keeps a variety of records while maintaining confidentiality. \*
13. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
14. Operates a variety of office equipment including but not limited to computers, computer hardware, and peripheral equipment. \*
15. Orders, stores, and replenishes printing/copying supplies and materials.\*
16. May assist with recruiting activities, including but not limited to screening applications for completeness, receiving new employee documents, photographing new employees, preparing ID badges, and fingerprinting prospective employees. \*
17. May assist in benefits administration and support by generating, distributing, and receiving leave requests and accommodation requests paperwork; updates and maintains related files; receives and processes payments for retiree billing, and other related duties.
18. May serve on a variety of District committees as requested.
19. May train and provide work direction to student workers and short-term, temporary employees.
20. May perform other duties that support the overall objective of the position.

### **MINIMUM QUALIFICATIONS**

#### **EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of experience as a receptionist or providing clerical support to an office or department.
- Or, any combination of education and experience which would provide the required qualifications for the position.

#### **CERTIFICATES, LICENSES, REGISTRATION, SPECIAL, AND/OR OTHER REQUIREMENTS:**

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

#### **DESIRED QUALIFICATIONS:**

- One (1) year of clerical, receptionist, or general office experience in a Human Resources Department.
- Demonstrated ability to work in a confidential environment.

#### **KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**

##### **Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.

- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Human Resources programs and practices.
- Appropriate business language and grammar usage.
- Receptionist duties, telephone systems, and record keeping/filing techniques.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

**Ability to:**

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Communicate and cooperate with other departments, faculty, staff, students, other colleges, organizations, and the general public.
- Provide information pertaining to the area and/or the department regarding policies, procedures, and/or other pertinent information.
- Maintain confidentiality and use discretion regarding sensitive personnel matters.
- Maintain clerical records and file accurately.
- Prepare general correspondence and standard reports.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Read and write at the level necessary for successful job performance.
- Perform clerical, administrative, and mathematical work with speed, accuracy, and completeness.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.

- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

**RELATIONSHIPS WITH OTHERS:**

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

**SUPERVISION EXERCISED and/or RECEIVED:**

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

**PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

• **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

**WORK ENVIRONMENT AND CONDITIONS:**

• **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

**Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY**

**EMPLOYER:** To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

**BGCCD is** committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.