

## Job Description

**Job Title:** Human Resource Assistant  
**Position Code:** 4N22, DN22  
**Job Classification:** Non-Exempt

**Supervisor:** Supervisor of Compensation & Benefits  
**Pay Grade:** 22  
**Contract Length:** 245 Days

### Job Summary

Position is responsible for serving as the frontline customer service representative for the Human Resources Department. Position performs a variety of functions to include answering telephones, greeting visitors, answering inquiries, sorting and distributing mail, scheduling appointments, assisting applicants with the online application process and completing employment verifications.

### Essential Duties

1. Greets and assists all visitors to the department, ascertaining the nature of their business and referring them to the appropriate person.
2. Appropriately screens visitors and telephone calls.
3. Schedules appointments and interviews for Coordinators and Supervisors as needed.
4. Provides answers to routine inquiries and general human resources questions.
5. Sorts and distributes incoming mail for the Human Resources Department.
6. Completes employment verifications and loan forgiveness request for current and former employees.
7. Provides help to other staff members during periods of heavy workload.
8. Reviews new hire paperwork, tax forms, background check, and I-9 forms for accurate completion.
9. Serves as a back up to the Human Resources Technicians by completing finger printing for new employees.
10. Processes new employee paperwork; to include, but not limited to, I-9 e-verify process, TB Risk assessment processing, and forwarding leave transfer forms.
11. Assists employees with the Employee Self Service system, changing passwords and assisting with system access.
12. Processing incoming AUP forms for new and returning employees and volunteers.
13. Collects reserve pay forms and maintains the spreadsheet for the annual Payroll upload.
14. Receives and processes reserve pay hardship cancelations in MUNIS and reports these to Payroll.
15. Assists Human Resource Coordinators with preparing personnel files for review.
16. Scans documents and employee paperwork for storage in Electronic Content Management system.
17. Assists applicants with the online application process.
18. Maintains a high level of confidentiality.
19. Performs other duties as assigned.
20. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

### Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to individuals with disabilities, who are otherwise qualified, to perform the essential functions.

### Minimum Qualifications (Knowledge, Skills, and/or Abilities Required)

Must possess a high school diploma or equivalency. Some college coursework preferred. Must possess knowledge of standard office practices, procedures and clerical techniques. Must possess a demonstrated record of success in dealing with the public in a front office position. Must possess the ability to speak clearly to communicate with visitors, applicants, administrators and employees. Must be able to type 40-45 wpm and be

proficient in Microsoft Office. Must possess knowledge of, or the ability to accurately and quickly learn to operate multi-line telephone console, computer and office equipment. Must possess excellent communication skills and a high level of professionalism to positively interact with visitors, applicants, administration and employees.

**Working Conditions & Physical Requirements**

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

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal/typewriter; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels on the telephone; speak in audible tones so that others may understand clearly; physical agility to lift up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment. The noise level in the work environment is usually moderate.

**Supervision Exercised:** None

**Supervision Received:** Supervisor of Employment Services

*This job description in no way states or implies that these are the only duties to be performed by this employee. The Human Resource Assistant will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Compensation and Benefits or other appropriate administrators. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.*

**Approvals:**

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Supervisor \_\_\_\_\_ Date \_\_\_\_\_

**I acknowledge that I have received and read this job description.**

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Employee Name (Print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Revised 01/2023 JSA