

SENIOR PERSONNEL SERVICES SPECIALIST (UC)DEFINITION

Under general supervision, performs a variety of complex specialized personnel, clerical, customer service, and technical work involving the processing of personnel records and City payroll.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Performs specialized clerical duties depending on specific assignment. Employees may be required to rotate among assignments. Prepares recruitment fliers. Enters applicant data into computerized database. Types, duplicates and organizes exam material and ensure confidentiality and security of applicant data. Enters and logs exams results. Prepares eligible lists and appropriate notification to applicants at each step in the selection process. Tracks performance appraisal due dates and prepares and distributes performance appraisal forms to City departments. Processes paperwork involved in the administration of City payplan and personnel programs and counsels employees on matters relative to policy interpretation, compensation, vacation and sick leave accruals. Receives, verifies, calculates and posts information for City payroll records. Posts insurance information online using CalPers automated system. Presents, interprets and explains employee benefits information to new employees. Reconciles insurance subsidy programs. Serves as liaison between insurance providers and City employees to resolve insurance claims, membership problems and insurance billings. May provide secretarial support to a unit or Division head and assist in training other personnel department staff. Prepares a variety of special reports. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

An employee of this journey-level class is responsible for complex clerical work of a specialized nature involved in processing either centralized personnel or payroll records, reports, and files requiring extensive contact with job applicants and employees in other departments. Many of the records, which are processed are of a confidential and personal nature and must be handled with a considerable degree of tact and security. Decisions are made independently in accordance with clearly established systems and procedures and are reviewed through internal controls and periodic audit. This class is distinguished from the Personnel Services Specialist by the complexity, scope, and autonomy of the work performed. Personnel Services Specialist may promote to Senior Personnel Services Specialist by meeting career development proficiency requirements.

MINIMUM BASIC QUALIFICATIONS

Three years of responsible clerical or secretarial experience in a large centralized municipal personnel services department. Education equivalent to graduation from high school, including or supplemented by coursework in typing, office practices, business English or arithmetic, may be used in conjunction with experience to meet the minimum qualifications, or any equivalent combination of experience and education which provides the following knowledge, skills and abilities:

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Modern office practices, procedures, equipment, and standard clerical techniques; functions of a centralized personnel office; civil service rules and laws as they pertain to employment and compensation.

Skill in: Making accurate arithmetic calculations; personal computer operation and in standard business software is required..

Ability to: Keep accurate complex records; implement and improve filing systems; may require typing at a corrected rate of no less than 50 words per minute; deal with the public with courtesy and tact, and work effectively with other employees; follow oral and written directions; direct the work of others performing more routine clerical or payroll duties; interpret, explain, and apply with consistency, civil service rules and regulations, policies, and procedures; compile data for reports; compose routine correspondence.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS:

Successful performers are dependable, conscientious team-players who enjoy a fast-paced working environment, a variety of clerical tasks, and heavy public contact. These individuals are computer literate and are willing to give the extra effort to produce a high quality product in a timely manner.

Class title change from Senior Human Resources Specialist per Council Resolution No. 89-070, effective 7-1-89

Revised: 9/92, 4/02

ADA approved: 07/02