



FEBRUARY 2012
FLSA: NON-EXEMPT

HUMAN RESOURCES REPRESENTATIVE

DEFINITION

Under general supervision, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, classification, compensation, training and development, and employee and labor relations; provides consulting services to District departments related to all aspects of human resources programs and activities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean of Human Resources. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is an experienced-level professional class in the Human Resources Department responsible for reviewing, explaining, administering, and making recommendations regarding the solution of problems related to the design, development, implementation, and administration of human resources programs. Incumbents provide a professional-level resource for organizational, managerial, and related human resources programs, services, and studies. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Human Resources Specialist by the full scope of professional-level human resources work performed. This class is further distinguished from Dean of Human Resources in that the latter is responsible for the day-to-day management and administration of the Human Resources Department.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates and implements recruitment processes for District departments; confers with departments to ascertain departmental needs; coordinates and/or produces examination bulletins, recruitment flyers, and position announcements and advertises for positions; screens resumes and applications and participates in the identification of qualified applicants; maintains information in the District's online application system and provides assistance to applicants in completing the online application.
- Maintains various employment lists such as eligibility, faculty service areas, re-employment, seniority, transfer, and provisional lists, in order to ensure proper placement.
- Coordinates and provides employee orientations for new permanent, substitute, and part-time employees.
- Assists with developing examinations by coordinating with subject matter experts (SME's) for their input on exam content and materials; prepares materials for written, performance, and oral examinations.

- Updates and maintains confidential human resources and employee files, records, data, and databases; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed; prepares Personnel Status Notices (PSN's) of all employment changes and full-time/hourly contracts for faculty; determines salary changes for District staff, performs the necessary data input, and takes appropriate action.
- Conducts various research studies related to salary and benefit information and other HRM practices.
- Assists employees and management with the interpretation and correct application of District policies, procedures, and programs.
- Provides training to faculty and other District staff on utilizing the online application and applicant tracking systems; responds to questions from staff related to related databases and software.
- Interprets and applies policies, procedures, regulations, and collective bargaining agreements, and the Chancellor's Office guidelines.
- Prepares, reviews, monitors, and ensures the accuracy and timeliness of Board agenda items required to process personnel actions.
- Assists in responding to grievances and negotiations.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Establishes and ensures the accuracy of tables, codes, and input guidelines in various human resources computer application systems and databases.
- Works with the Financial Aid and CalWorks departments to employ student workers.
- Assists in employee hearings and conducting classification studies, as required.
- Serves as a technical lead in minimum qualifications appraisals.
- Assists in the administration of and coordinates the employee performance evaluation process.
- Performs administrative work related to employee benefits programs such as health, dental, vision, life insurance, Tax Sheltered Annuities, Section 125-Reimbursement Accounts, catastrophic illness/injury leave, and COBRA program.
- Prepares for Open Enrollment; enters benefit enrollment and changes into related databases, such as the Los Angeles County G-Link.
- Assists with orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
- Conducts exit interviews for terminating and retiring employees for transition of benefit options.
- Responds to employee and retiree questions and complaints, and may interface with medical insurance providers and insurance representatives.
- Consults with employees and their families regarding death claims.
- Performs administrative work related to Worker's Compensation, Student & Athletic Accident Insurance, and Property & Liability Insurance; receives, logs, processes, and maintains self-insured risk claims and accident reports.
- Ensures that injury claims are reported in a timely manner; provides information to injured employees, supervisors, occupational health providers, and Worker's Compensation administrators to obtain examinations, treatments, benefits.
- Monitors the status of temporary disability, medical releases from the District treating physician, and other data relevant to each claim; notifies the employee, payroll, and the employee's supervisor/administrator.
- Prepares for Worker's Compensation Investigations by providing requested and required materials, scheduling interviews and meeting with claims investigators and attorneys.
- Monitors medical treatment/progress of employees and verifies return to work and/or modified work status with medical facilities.
- Processes Property & Liability Insurance claims; initiates billing requests to recover funds for damages to District property.

- Acts as a liaison with the third party administrator; receives requests, searches pertinent records; selects proper informational material, or if indicated, determines other appropriate actions to be taken.
- Administers the Employee Rideshare Program; processes participant enrollment form, prepares reports, maintains program budget, hosts rideshare events, and coordinates and runs quarterly new employee meetings.
- Receives and screens visitors and telephone calls; provides a high level of customer service to both external and internal customers; provides information to District staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, attending meetings, preparing agendas and taking minutes, and serving on various task forces and committees.
- Participates in and serves as the department representatives at job fairs and other special events.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources management in a public agency setting, including recruitment and selection, classification, compensation and salary administration, training and development, and employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, such as fair employment laws and non-discrimination regulations and Education Code employment qualifications.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Business letter writing and record-keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate arithmetic and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, or a related field, and three (3) years of professional experience in human resources administration.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.