City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Human Resources Administrative Assistant</th>
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<tr>
<td>Job Code:</td>
<td>HROA</td>
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<td>Pay Grade:</td>
<td>NU 12</td>
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<td>FLSA Status:</td>
<td>Non-Exempt</td>
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<td>Job Family:</td>
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<td>Date Revised:</td>
<td>05/03/2021</td>
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**General Summary:** This position is responsible for administrative and customer support for internal and external customers which includes employees, applicants and the general public. This role provides front-line customer support for phone calls, emails, and walk-up traffic, supports applicants and hiring managers, troubleshoots basic HR system and/or information questions and oversees office support duties, including administrative projects as needed in collaboration with various HR team members. Work assignments will largely be assigned by the direct supervisor with some requests coming from other HR team members.

**Essential Duties and Responsibilities:**

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides friendly and professional front-line customer service for incoming phone calls, walk-up traffic and general e-mail support. Act to resolve questions and issues in a timely and effective manner, escalating critical issues to the appropriate resource(s).
- Coordinates efficient daily operation of HR office, including ordering office supplies, reception coverage, posting mail, scheduling equipment maintenance and repair, prepare purchase orders and process general requests such as travel reimbursements and reserving meeting rooms/facilities.
- Maintains accurate and timely processing and scanning of employee files into appropriate system(s) in compliance with current state and federal requirements. Ensures employee information in a variety of formats are updated, both hard copy and online.
- Processes general HR requests and correspondence as needed, such as basic verifications of employment, address changes, intranet/internet updates, pulling reports from HRIS etc.
- Provides administrative and operational support to the Human Resources team members and assists in various research projects and or/special projects as needed.
- Coordinates HR-related special events such as employee picnic, blood drive, health/wellness clinics, etc.
- Maintains confidentiality and uses discretion at all times.

**Qualifications:**

**Education and/or Experience:**

High School Diploma or General Education Degree (GED) with a minimum of one year of directly related administrative support experience in a professional office environment: or a combination of education and experience deemed acceptable to the hiring authority.

**Working Conditions:**
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.

The noise level in the work environment is typically moderate and interruptions are common.

**Physical Demands:**

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; hear. The incumbent is frequently required to sit and/or stand and most of the work is completed at an assigned desk station in front of a computer. The incumbent is occasionally required to walk; balance; stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; and rarely lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.