



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### **HUMAN RESOURCES REPRESENTATIVE (Emphasis on Recruitment & Employment)**

A Classified Confidential Position  
Grade 200C – Salary Schedule 50

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#### **A. General Statement**

The Human Resources Representative performs difficult and specialized administrative support in all areas of human resources, including recruitment, employment, orientation, benefits, compensation, staff development, collective bargaining, employee relations and retiree services. Under general supervision, the Human Resources Specialist performs responsible and complex human resources functions and provides policy and procedural information about collective bargaining contract provisions and human resource department services to employees, job applicants, other educational institutions, business representatives, community organizations and the general public. The Human Resources Representative is expected to resolve problems and make independent decisions with minimum supervision. The employee provides policy and procedural information about human resource department services for active and retired employees, collective bargaining contract provisions. An extensive amount of public contact is required to respond to electronic and in-person inquiries concerning benefit programs, retirement plans, employment and contract rules and regulations, resource materials, policies and procedures. A high degree of independent judgment and creativity is required to select and apply policies and procedures to the resolution of minor and occasional major problems that arise. The consequences of errors in judgment can be costly in public relations, employee time and money. A Human Resources Representative can direct the work student assistants and other staff as assigned.

#### **B. Duties & Responsibilities**

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the 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 classification.

1. Coordinate with Human Resources staff to schedule the recruitment/selection process for academic and classified employment, including development of timelines and deadlines, paper screening, applicant testing, and interview process, including drafting interview questions
2. Create position announcements and advertisements for regular classified and academic position vacancies
3. Administer skills assessments to qualified applicants assuring compliance with current regulations and procedures; assure compliance with federal, State and District policies and equal employment opportunity laws and guidelines

4. Manage, coordinate, plan, and perform a variety of complex and technical analytical functions related to the employee services programs and activities including the recruitment, selection, employment, compensation, benefits, and record maintenance of District academic and classified personnel
5. Interpret and assure compliance with county, state and federal regulations and guidelines concerning employment and human resources administration
6. Exchange information with job applicants, community organizations, business representatives, other educational institutions, District employees, and others concerning a variety of recruitment and employment issues, collective bargaining and employment policies and procedures, employee records, surveys, employee training programs, and human resources department services;
7. Makes presentations to small and large groups to provide training and orientation, policy and procedural dissemination
8. Attends meetings, workshops and other events to obtain and provide current procedural and policy information.
9. Conduct in-person orientation sessions individually and in groups to provide policy and procedural information pertaining to employment in the district.
10. Compose, format and prepare correspondence, memoranda and reports from original ideas; composes, drafts, prepares and updates training materials, marketing and informational materials, recommendations for new language and modifications to collective bargaining agreements, recruitment materials, electronic communication including web sites, and a variety of other materials;
11. Research, compile data for, format and prepare statistical and narrative reports on a variety of data; use a database and a variety of spreadsheets, presentation and other computer software, to compose, format, track and prepare employee, collective bargaining, confidential and other employee files, surveys, marketing trends, salary and classification comparative data, and other information for use in human resource department services and collective bargaining activities as assigned;
12. Conduct confidential reference checks with individuals, companies, organizations and public agencies, using tact, discretion and analytical ability, to assist in determining potential applicants' suitability for employment.
13. Manage and coordinate the establishment, preparation, maintenance and organization of a variety of complex technical reports, records, logs and files, often involving confidential materials including but not limited to equal employment opportunity records, employment verifications, employee personnel files, department reports, benefits, workers' compensation, collective bargaining and other reports
14. Maintain confidentiality of information regarding Board, District, personnel, student, collective bargaining, equal employment opportunity or controversial matters. Review and proof documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.
15. Performs other related duties as assigned.

**Please note that the requirements of the position could change depending on the needs of the office. The employee could be assigned to other areas of Human Resources, including recruitment, applicant services, employment, orientation, compensation, staff development, retiree services, or a variety of other functions.**

### **C. Requirements**

1. Associate's degree in Human Resources, Business Administration, or a closely related field
2. Successful recent human resources experience of increasing responsibility in areas such as recruitment, selection, benefits administration, or classification and compensation
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Demonstrated skill in respectful, sensitive, and discreet communication
5. Experience with the organization and implementation of various complex office procedures and forms
6. Experience with training and leading the work of others
7. Experience with the use of a database and a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials

8. Experience in setting up and maintaining confidential and other electronic and manual file systems
9. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
10. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
11. Demonstrated skill in oral and written communication
12. Demonstrated skill in working as part of a customer service team

**OR**

An equivalent combination of education and experience

**D. Physical/Other Requirements**

This classification requires in-person contact with individuals and groups; public speaking; sensitivity, tact, patience and discretion, including work with confidential information; flexibility and adaptability; manual dexterity; visual comparison; good memory; interpretation and application of select written data to resolve minor and major problems; work with details and complex processes; multi-tasking; reaching, pulling, pushing, stooping, bending; ability to drive a motor vehicle in order to perform the essential functions.

**E. Knowledge, Skills & Abilities**

1. Knowledge of principles and practices of recruitment and selection generally associated with a central human resources department.
2. Knowledge of federal, state, and local laws and regulations such as EEO, ADA, Title 5, Title VII, FLSA, DFEH, California Education Code and other codes that relate to employment law
3. Skill in respectful, sensitive and effective public contact with people of diverse cultures, racial and language groups, and abilities.
4. Skill in research, compiling, formatting data for, and presenting a variety of statistical, demographic and other detailed reports.
5. Skill in oral communication, including public speaking.
6. Skill in written communication.
7. Skill in the use of a database and a variety of computer software to enter and track data and to compose, format, and prepare correspondence, reports, spreadsheets and presentations
8. Skill in multi-tasking to complete various workloads accurately and by required deadlines
9. Skill in setting up and in maintaining complex, confidential employee and other electronic and manual file systems
10. Skill in working discreetly with confidential and sensitive information and records
11. Ability to work effectively as part of a customer service team.
12. Ability to interpret collective bargaining agreement language.

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