

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Human Resources Associate

Definition

Coordinates delivery of human resources services at agency or department level and serves as liaison with the Department of Administrative Services – Human Resources Enterprise concerning human resources programs; may serve as lead worker over two or more support employees; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Provides information on Department of Administrative Services – Human Resources Enterprise (DAS-HRE) rules, policies and procedures, collective bargaining agreements, and agency work rules and responds to requests for information from various outside entities (e.g., U.S. Department of Labor, Civil Rights Commission, Iowa Workforce Development, and Attorney General's Office).

Prepares human resources documents to add, remove, or change employees or positions in Human Resources Information System (HRIS) and benefits systems.

Participates in hiring process by preparing job opening announcements, requesting eligible applicant lists, verifying transfer eligibility, setting up interviews, and requesting information on background and work history; may serve on selection or interview teams; informs agency contacts about hiring processes and procedures.

Provides information on pay, benefits, minimum qualifications, employment application processes, and position description questionnaires.

Requests eligible applicant lists and tracks eligibility expiration dates.

Verifies applicant legal eligibility to work in the United States; reviews and completes Employment Eligibility Verification (I-9) forms when vacancies are filled.

Serve as approval level for employee time sheet; answer payroll questions for employees and supervisors; assist or instruct employees with the payroll system; ensure all payroll entries are made in a timely manner; verify preliminary and final payroll.

Forward payroll reports to assigned agency(ies). Distribute or mail payroll warrants to employees or supervisors as requested by assigned agency/department.

Complete monthly insurance billing.

Completes necessary documents for employee separations; collects supplies and equipment from employees and calculates leave payoffs; explains post-employment information to employees; prepares separation forms for state unemployment service contractor.

Determines initial eligibility and tracks usage of Family and Medical Leave (FMLA) and donated leave for catastrophic illnesses; notifies employees of requirements to maintain benefits and employment status.

Reviews workers' compensation injury reports for completeness and calculates compensation rates; makes in-network medical appointments and tracks medical billings; provides DAS-HRE with information on claims under investigation.

Act as agency training coordinator enrolling employees in training courses through the DAS-HRE internal system.

Assists in preparing annual Affirmative Action plan; projects hiring goals; monitors interview processes to ensure inclusion of protected class individuals; prepares hiring justification forms.

Provides input on changes to DAS-HRE administrative rules and manuals.

Oversees maintenance of agency or department human resources files and ensures retention procedures comply with state and federal laws, rules, and regulations.

Notifies supervisors when performance evaluations are due and reviews forms to ensure completion; advises management when employees are eligible for pay increases.

Verifies dollar amounts and makes recommendations for approval of employee claims and appeals to the State Appeal Board and State Insurance Commissioner.

Competencies Required

Knowledge:

- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Customer and Personal Service – Principles and processes for providing customer and personal services including assessing customer needs, meeting quality standards for services, and evaluating customer satisfaction.
- Clerical – Administrative and clerical procedures and systems including word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Near Vision – See details at close range (within a few feet of the observer).
- Speech Clarity – Speak clearly so others can understand you.

Skills:

- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Active Listening – Giving full attention to what other people are saying, taking time to understand points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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- Speaking – Talking to others to convey information effectively.
 - Writing – Communicating effectively in writing as appropriate for audience needs.
 - Critical Thinking – Using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - Coordination – Adjusting actions in relation to others’ actions.
 - Monitoring – Monitoring/Assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
 - Social Perceptiveness – Being aware of others’ reactions and understanding why they react as they do.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Four years of full-time work experience in administrative support, at least two years of which were in a human-resources-related program area.
- 2) All of the following (a, b, and c):
 - a. One year of full-time work experience in administrative support in a human-resources-related program area; and
 - b. A total of one year of education and/or full-time experience in administrative support in a human-resources-related program area, where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.
 - c. A total of two years of education and/or full-time experience in general administrative support, where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes experience equal to 12 months of full-time work as a Human Resources Technical Assistant, Human Resources Technical Specialist, Secretary (any level), or Administrative Assistant (any level).

Effective date: 01/18 WSM