

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

Human Resources Technical Assistant

Definition

Performs administrative support work in established human resources programs for an agency human resources office or the Department of Administrative Services – Human Resources Enterprise (DAS-HRE); 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

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

Processes eligible applicant lists; processes recall and outplacement applicants; sends notices to applicants; processes pre-employment background investigation forms; maintains files on contract transfers; posts job announcements; verifies transfer eligibility.

Files human resources documents, position description questionnaires, performance evaluations, and other materials in employee personnel files.

Completes necessary documents for employee separations; collects supplies or equipment from employees and calculates leave payoffs; prepares separation notices for state unemployment administration service contractor.

Provides information to supervisors, employees, and applicants about pay, benefits, collective bargaining agreements, job descriptions, minimum qualifications, selective certifications, employment application processes, and position description questionnaires.

Notifies supervisors about performance evaluations deadlines and reviews forms to ensure completion.

Reviews and submits workers' compensation First Report of Injury forms; keeps Occupational Safety and Health Act (OSHA) injury logs and prepares annual reports.

Gathers information for U.S. Department of Labor, Civil Rights, DAS, and/or Attorney General's Office as requested.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Personnel and Human Resources — Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

- Clerical Procedures – Word processing, managing files and records, 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 – Communicates information and ideas in speaking so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

Minimum Qualification Requirements

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

- 1) Two years of full-time work experience performing administrative support work.
- 2) A total of two years of education and/or full-time experience (as described in number one), where 30 semester hours of accredited post-high school course work equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes experience equal to one year of full-time administrative support work in a human resources-related program area.

Effective date: 11/17 KF