



HUMAN RESOURCES ASSISTANT

DEFINITION

Under general supervision, the Human Resources Assistant performs a variety of journey-level administrative and clerical support tasks. Responsibilities include scheduling interviews, assisting with onboarding and offboarding, processing routine personnel actions, supporting benefits and leave programs, providing customer service, and performing related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned professional or supervisory staff. Exercises no supervision.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification. Incumbents perform the full scope of human resources clerical assignments. Positions at this level 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.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Performs a variety of responsible clerical and administrative human resources support duties in the areas of recruitment and selection, leaves, and benefits.
- Coordinates recruitment activities by scheduling interviews, managing logistics with candidates and departments, and generating and monitoring eligibility lists in accordance with City rules and procedures; generates and sends candidate notifications using NeoGov.
- Supports onboarding and offboarding processes by coordinating system access, distributing forms, processing separations, and updating various HR platforms.
- Provides front-line customer service to internal and external stakeholders, responding to general HR-related inquiries.
- Sends quarterly reminders for upcoming performance evaluations and processes employee tuition reimbursement requests and tool allowance verifications.
- Performs accurate and timely data entry in the City's HRIS and ATS system.
- Processes, tracks, and maintains various leaves for employees.
- Assists with annual open enrollment activities by preparing materials and providing support to staff.
- Assists with the processing of Personnel Action Forms (PAFs) for various routine employee transactions.
- Performs general administrative support duties such as document preparation, file maintenance, and data tracking.

- Maintains the confidentiality of all records and information within the department.
- Attends meetings and serves on committees as appropriate.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Recordkeeping principles and procedures.
- Basic mathematics and statistical techniques.
- Business letter writing and standard document formats.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform administrative and clerical duties accurately and in a timely manner, using discretion and judgment.
- Learn, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Review a variety of documents for completeness, accuracy, and compliance with established requirements.
- Effectively communicate with internal and external customers and provide a high-level of customer service.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Organize, prioritize, and manage multiple tasks and deadlines
- Gather and compile information from a variety of sources.
- Prepare clear, concise, and competent reports, correspondence, and other written material.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain a variety of filing, recordkeeping, and tracking systems.
- Compile and maintain confidential files and records.
- Effectively represent the department and the City in meetings with governmental agencies; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on

assignments.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Equivalent to graduation from high school;

AND

One (1) year of full-time administrative or clerical experience, preferably in a human resources or public agency environment.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

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 individuals in interpreting and enforcing departmental policies and procedures.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	June 2025
Revised	
FLSA	Non-Exempt
Salary Schedule	Confidential/Range 14