



**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: HUMAN RESOURCES CLERK**

**DEFINITION:**

Under general supervision, performs a variety of clerical duties to support the operations of the Human Resource Services Department; provides general information to the public, and directs visitors to appropriate individuals and locations.

**REPRESENTATIVE DUTIES:**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**ESSENTIAL FUNCTIONS:**

Commits to honoring SDCOE's Mission, Vision, Core Values, Commitments, and Indicators of Student Success.

Responds to inquiries from staff and the general public related to the County Office and Human Resources services, events and programs in a courteous and helpful manner.

Performs well-defined clerical and recordkeeping tasks related to day-to-day Human Resources functions, including but not limited to recruitment, onboarding, personnel files and operations, and assists with projects as assigned.

Processes required pre-employment documentation for permanent and temporary staff, in accordance with established rules.

Coordinates the post-offer physical and fingerprinting process with assigned staff and medical offices, and confidentially processes all required documentation.

Communicates regularly and effectively with staff regarding the status of assigned tasks.

Enters data into and utilizes Human Resources databases.

Completes and processes forms as required.

Explains rules, policies and procedures to staff and the public.

Responds to routine requests for forms, applications and information.

Distributes incoming mail and correspondence.

Serves as a backup PBX telephone system operator to answer, screen and directing all incoming calls.

**NON-ESSENTIAL FUNCTIONS:**

Performs related duties as assigned.

**CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:**

None

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Modern office procedures, organization and equipment  
Principles of customer service and support  
Computer operations and related word processing and spreadsheet applications  
Effective recordkeeping systems and procedures  
Database operations  
Proper English grammar, punctuation and sentence structure

**ABILITY TO:**

Maintain accurate and confidential data and records using computerized storage systems  
Operate a computer, including a variety of related software, databases and document imaging  
Operate a PBX telephone system console  
Learn, apply and communicate Human Resources rules, policies and procedures  
Work with close attention to detail and accuracy  
Multi-task amidst frequent interruptions  
Establish and maintain effective working relationships  
Communicate effectively, both verbally and in writing  
Maintain confidentiality of information  
Organize and prioritize work  
Exercise appropriate judgment in making decisions  
Demonstrate attendance sufficient to complete the duties of the position as required

**EXPERIENCE AND EDUCATION:**

A combination of education, training and experience which clearly demonstrates possession of the knowledge and abilities detailed above. A typical qualifying background would include one year of office/clerical experience in a professional setting that includes providing customer service and maintaining records. Human Resources experience preferred.

**WORKING CONDITIONS & PHYSICAL ABILITIES:**

**WORKING CONDITIONS:**

Office setting.

**PHYSICAL ABILITIES:**

Must be able to hear and speak to exchange information in person and on the telephone; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

<b>Established</b>	<b>Approved by the Personnel Commission</b>	<b>Revised</b>	<b>FLSA Status</b>	<b>Job Code</b>	<b>Salary Grade</b>
09/2015	Sept. 16, 2015		Non-Exempt		40