

City of Mission Job Description

Job Title: **Human Resources Clerk**

Classification: **Non-Exempt**

Department: Human Resources

Division:

Supervisor: Human Resources Director

Effective: 12/20/2021



I. JOB SUMMARY

This position provides clerical support to the Human Resources Department, and acts as the primary contact for Human Resources related questions. This includes, but not limited to questions in the areas of health and wellness, retirement, recruiting, onboarding, and policy and procedure. Handles confidential information and communicates frequently with City employees, outside agencies, and the general public with courtesy and diplomacy. This position has no supervisory responsibilities. Individual will perform other duties assigned by supervisor/department director when needed.

II. EDUCATION REQUIREMENTS

- High school diploma or G.E.D. required.
- Must be able to type 45 wpm and have good filing skills
- Must be proficient in working with personal computer and general office equipment.
- Must have knowledge of Microsoft Word, Windows 10, Excel, Power Point, Publisher, Internet, and E-mail.
- Must have experience in using a 10-key calculator by touch.
- Minimum of two (2) years' experience with office/clerical procedures.
- Two (2) to three (3) years of experience in several functional areas of Human Resources including employee benefits, compensation, employment and employee relations.

III. EMPLOYMENT REQUIREMENTS

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a pre-employment drug, physical and pre-placement screening administered by the City of Mission appointed physician at the City's expense.
- Must have a current valid class "C" driver license from the Texas Department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL ABILITY REQUIREMENTS

- Ability to follow a firm work schedule as directed by supervisor
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality
- Ability to use logical thinking and personal judgment to perform a variety of office tasks that require social skills and knowledge
- Ability to deal with public relation issues and various types of citizen inquiries tactfully, courteously, and in a professional manner
- Ability to compute and record numbers correctly



- Above average oral and written communication skills. Ability to communicate proficiently in English and Spanish.
- Ability to use mathematical skills to interpret financial information
- Ability to analyze and interpret data
- Ability to follow set or routine procedures and perform tasks with little or no supervision
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy
- Ability to handle special projects of diverse nature as assigned
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency
- Ability to read and interpret documents such as safety rules and city policy procedures
- Ability to complete tasks within specified deadlines and minimal supervision.
- Knowledgeable in COBRA, HIPAA, FMLA, and health insurance laws and regulations
- Knowledgeable in insurance benefits protocols, policy and procedures.
- Excellent interpersonal skills.
- Evidence of the practice of a high level of confidentiality.
- Excellent organizational skills.

V. ESSENTIAL JOB FUNCTIONS

- Answer telephone with clear, courteous, and business voice, and directs the calls to the appropriate destination to expedite response.
- Responsible for processing daily incoming mail/documents and disburse accordingly, which includes retrieving incoming faxes via electronically and documents of confidential nature.
- Prepares onboarding packets and assists with new hire orientations.
- Receive visitors, answer questions and inquiries to resolve issues at hand or directs to appropriate destination.
- File all paperwork pertaining to city employees in their respective files
- Process Employee Personal Change Requests
- Receive and process employment applications
- Process purchase orders and invoices
- Order office supplies.
- Submit monthly reports to U.S. Department of Labor
- Process Employment Verifications
- Perform complex clerical duties following established procedures in Human Resources and Employee Benefits.
- Comply with HIPAA Regulations. Ensure proper internal policies and procedures relating to security and privacy measures to protect personal health information from unauthorized access.
- Must be able to work under stress and be able to handle various tasks with interruptions.
- Must work independently and organized.

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- Meet with employees to answer questions concerning benefits, insurance claims, policy, and other personnel related questions
- Work in conjunction with the Payroll department concerning confidential payroll correspondence
- Maintain separate medical files in addition to personnel files
- Create and communicate Health and Wellness materials
- Create training /seminar certificates and enter into Incode.
- Process Family Medical Leave requests and approvals and maintain files and log.
- Assist employees with submitting insurance claims.
- Process Separation of Employment letters and conduct Employee Exit Interviews.
- Assist with City Events (Breast Cancer Awareness Luncheon, Annual Health Fair, Veteran's Luncheon, etc.)
- Update Human Resources page on City Website.
- Conduct annual audits related to Human Resources and Employee Benefits
- Print monthly reports
- Perform other related duties as assigned by supervisor/department director.

VI. NON-ESSENTIAL JOB FUNCTIONS

- Attend special events when needed.

VII. EQUIPMENT/MATERIALS

General office and safety equipment/materials to include but not limited to the following:

- Personal computer
- 10-key calculator
- Typewriter
- Printer
- Binding Machine
- Manual Hole Puncher

**VIII. WORK ENVIRONMENT**

Exposures to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)	X			
Working near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or caustic chemicals	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (none-weather)	X			
Extreme heat (none-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			
Noise	X			

IX. MANUAL DEXTERITY

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations and transport binders, books, storage boxes, chairs and boxes of paper to storage or printing areas. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters and memos, input data in computer and document information needed for day to day tasks.

**X. PHYSICAL DEMANDS ANALYSIS****MATERIAL HANDLING ACTIVITIES**

Task	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6 - 10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26 - 50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
CARRYING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, calculator from waist to maximum of shoulder level.
	6 - 10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26 - 50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
PUSH/PULLING	Up to 5 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6 - 10 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26 - 50 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
N - Never O - Occasional 1-33% F - Frequently 34-66% C - Constant 67 - 100%			



NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use three step stool or six step ladder to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down to floor area.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer, tower, and printer.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplies, books, at shoulder level, opening file drawers, pick up and deliver documents.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50 walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
GRASPING (w hole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser,
N - Never O - Occasional 1-33% F-Frequently 34-66% C - Constant 67 - 100%		

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I _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Signature

Date