

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**  
**HUMAN RESOURCES ASSISTANT**

**JOB DESCRIPTION**

Employees in this job perform a variety of human resources support activities under the direction of the Civil Service Commission or other designated human resources office located in a state agency. The work involves application of Civil Service Commission Rules and regulations, contractual, and departmental personnel policies, agreements, and procedures for processing human resources transactions; the explanation and interpretation of rules, policies and procedures; and the use of automated, human resource, and computer payroll systems to complete the work.

There are three classifications in this job.

**Position Code Title - Human Resources Assistant-E**

Human Resources Assistant 6

This is the entry level. The employee performs a range of human resources support assignments while learning the methods of work.

Human Resources Assistant 7

This is the intermediate level. The employee performs a range of human resources support assignments in a developing capacity.

Human Resources Assistant E8

This is the experienced level. The employee performs a full range of human resources support assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures.

**Position Code Title - Human Resources Assistant-A**

Human Resources Assistant 9

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior-level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Enters, updates, and/or retrieves information from various automated, human resource and/or payroll systems.

Calculates and enters various types of compensation adjustments; completes forms to notify employees of changes.

Processes human resource transactions such as establishments, freezes, reclassifications, recodings, and extensions; reviews information for accuracy and completeness; requests clarifications, corrections, authorizations or additional information.

Completes, reviews, records, and/or verifies time and attendance and other forms; compares information to electronic records; and monitors human resource transactions (such as, workers' disability compensation, unemployment compensation, and service ratings).

Coordinates and schedules drug testing, background checks, fingerprinting, and physical examinations for hires and current employees.

Conducts new employee orientation on State of Michigan employee policies, such as work rules and regulations, parking and building access, general departmental work requirements, including employee handbook review.

Verifies information in the automated human resource systems concerning transactions such as appointments, reclassifications, special pay actions, working out of class, employment histories, and employee benefits.

Processes applications for examinations; schedules and notifies applicants of examination date, time and location.

Assists in processing scores for examinations; receives, processes, and/or issues examination results.

Explains Civil Service rules, regulations, union contracts, and agency procedures to employees and the public.

Responds to inquiries from employees regarding human resources transactions.

Types reports, forms, and correspondence incidental to the work.

Explains insurance coverage and other benefits to employees; completes and processes forms to enroll employees in benefits programs; distributes, collects, and processes tax deduction forms.

Establishes, maintains, and updates agency databases and provides personnel reports.

Operates standard office equipment.

Performs related work as assigned.

### **Additional Job Duties**

#### **Human Resources Assistant 9 (Lead Worker)**

Explains work instructions to others, adapting guidelines to the assignments as necessary.

Provides assistance and training to others in the work unit.

Establishes and revises work methods, forms, formats, and standards to improve operating efficiency.

Coordinates the work of the unit by determining priorities, scheduling and assigning work, and overseeing the completion of the work.

Assures that the work meets quality and production standards by reviewing the work of others for accuracy and proper completion and monitoring output.

#### **Human Resources Assistant 9 (Senior Worker)**

Regularly handles the most complex and difficult assignments in the work area as approved by Civil Service.

Serves as a generalist processing all three primary areas of human resources assistant work, time and attendance, transactions, and maintenance of layoff/recall names.

Resolves problems and answers questions for other workers.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

**NOTE:** Some knowledge is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of the Human Resource Management Network (HRMN), the Michigan Information Database (MIDB) Business Objects, and/or agency-specific databases.

Knowledge of automated human resource and payroll systems.

Knowledge of Michigan Civil Service Commission rules, regulations, forms, and procedures.

Knowledge of collective bargaining agreement provisions and/or procedures.

Knowledge of departmental personnel policies, procedures, and practices.

Knowledge of general office practices.

Knowledge of correct English usage and grammar.

Ability to perform mathematical calculations.

Ability to select and compile data for correspondence or reports.

Ability to follow, apply, interpret, and explain instructions and/or guidelines.

Ability to determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to communicate effectively.

Ability to type.

Ability to operate standard office equipment.

### **Additional Knowledge, Skills, and Abilities**

#### **Human Resources Assistant 9 (Lead Worker)**

Ability to explain instructions and guidelines and train others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities, assign work, and review work for quality and production standards.

Ability to establish and revise operational standards.

Ability to assist others in solving work problems.

#### **Human Resources Assistant 9 (Senior Worker)**

Ability to perform the most complex and difficult assignments in the work area as approved by Civil Service.

### **Working Conditions**

Some jobs are located in a correctional, mental health, or hospital facility.

### **Physical Requirements**

*None*

### **Education**

Education typically acquired through completion of high school.

## **Experience**

### **Human Resources Assistant 6**

One year of administrative support experience.

### **Human Resources Assistant 7**

Two years of administrative support experience, or one year equivalent to the Human Resources Customer Service Representative 6.

### **Human Resources Assistant E8**

Three years of administrative support experience, including one year equivalent to the Human Resources Assistant 7 or Human Resources Customer Service Representative 7 in state service.

### **Human Resources Assistant 9**

Four years of administrative support experience, including one year equivalent to a Human Resources Assistant E8 or Human Resources Customer Service Representative E8 in state service.

## **Special Requirements, Licenses, and Certifications**

Certain positions may require a criminal history background check.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

## **JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

### **Job Code**

HUMRESAST

### **Job Code Description**

HUMAN RESOURCES ASSISTANT

### **Position Title**

Human Resources Assistant-A

### **Position Code**

HUMRASTA

### **Pay Schedule**

NERE-042

Human Resources Assistant-E

HUMRASTE

NERE-291

Human Resources Assistant-E

HUMRASTE

W41-006

Human Resources Assistant-A

HUMRASTA

W41-011

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