

HUMAN RESOURCES RECORDS SUPERVISOR

Class Definition

Under direction, supervises the support staff in the customer service and/or record keeping functions of the Human Resources Operations Division of the Department of Personnel Services.

Distinguishing Characteristics

Human Resources Records Supervisor is the supervisory class assigned to the Human Resources Operations Division of the Department of Personnel Services. The Operations Division provides recruitment, testing, classification, records, salary administration, and Equal Employment Opportunity services to the City's departments. Reporting to the Assistant Director of Personnel Services, the incumbents exercise direct day-to-day supervision over a centralized clerical staff assuring customer service and overseeing the processing and maintenance of employee records, job applications, and job examination documents, including eligible lists, in accordance with applicable federal, state, and city statutes.

Typical Tasks

(This list of samples of job duties and responsibilities is neither inclusive nor exclusive. Consequently, this information does not reflect Essential Functions for this class.)

Supervises the processing of employment records, medical and health records, job applications, examination records, new employee processing, and related documents.

Plans, supervises, and evaluates the work of subordinate employees; trains clerical employees in proper office procedures and assures customer service; prepares employee performance evaluations; counsels employees to correct deficiencies; recommends disciplinary actions.

Interprets and applies City policies, rules, and regulations pertaining to payroll, eligible certification, and personnel records during daily work activities in response to inquiries; refers inquiries as appropriate.

Assists department administration in developing and implementing automated record keeping systems and processes, including format design and operation of office equipment and word processing and computer terminals.

Establishes and revises information processing procedures and controls for Human Resources records systems and provides training and guidance for personnel assigned to operate the systems.

Initiates and prepares routine correspondence and notices.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of modern office practices and standards, including typing, filing, and retrieval.

Knowledge of the principles and practices of effective employee supervision, including selection, training, work evaluation, discipline, and customer service.

Knowledge of the capabilities and interrelated uses of various data processing machines.

Ability to assign, supervise, and train clerical employees in a Human Resources Division.

Ability to interpret and apply legal requirements, policies, and rules.

Ability to establish and maintain a complex filing system.

Ability to establish and maintain harmonious working relationships with those contacted in the performance of assigned duties.

Ability to compose routine letters, maintain records, and prepare standardized reports.

Skill in the use of a typewriter, word processor, and other office machines.

Minimum Qualifications

Three years of increasingly responsible clerical experience in a centralized human resources function which involved complex file processing and maintenance; OR completion of nine semester units from an accredited college or university in office administration, information systems, or closely related field, and three years of experience in complex record processing and file maintenance functions, one year of which must have been in a supervisory capacity. An additional year of qualifying supervisory experience may be substituted for the required education.

APPROVED: (*Signature on file*) _____
Director of Personnel Services

DATE: 05/03/02