

HUMAN RESOURCES CLERK (FRENCH/CREOLE-SPEAKING)*

DISTINGUISHING FEATURES OF THE CLASS: This is clerical work of a moderately complex nature which requires a working knowledge of laws, rules, regulations, processes and procedures pertaining to personnel and human resource work. This title is distinguished from that of a Human Resources Clerk in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French/Creole at the fluency level indicated below in the Note. The work may require considerable public and employee contact and is performed under the general supervision of a higher-level administrator and work guidance (e.g., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Establishes, updates and maintains accurate personnel records and files (both digital and physical), including new hires, terminations, promotions and other employee status changes;

Provides information concerning a variety of areas (e.g., benefits, leave time, compensatory time, contract provisions, retirement, status, laws or rules, death benefits, salary, payroll, FOIL requests, etc.);

Responds to employee inquiries regarding human resources/personnel policies and procedures, benefits, personnel files, etc., either in person, email or phone;

Reviews, processes and completes a variety of personnel/human resources forms, documents and transactions and maintains records of such;

Ensures all employee records and documentation comply with legal and regulatory requirements;

Gathers and utilizes data related to various personnel/human resources matters, including compensation, benefits, length of service, etc.;

Prepares and reviews accounts, reports, vouchers, payrolls and other documents for completeness, accuracy and conformity with established procedures;

Prepares and sends letters, memos, or emails regarding human resources/personnel matters;

Assists with special projects as needed;

Prepares for and assists with the administration of laws and rules (e.g., examinations, lists, etc.);

Performs administrative functions (e.g., correspondence, legislative resolutions, etc.);

May provide basic support to the payroll department by ensuring employee data is accurate and up-to-date, such as salary changes, hours worked, etc.;

May input payroll and employee's time, as needed;

May act as liaison between employees and insurance companies to discuss areas such as workers compensation, claims submitted, etc.;

May maintain or oversee the maintenance of time and leave records for a department or municipality.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of basic personnel and human resources principles and practices; good knowledge of public contact principles and practices; working knowledge of practices and procedures as they apply to personnel and human resources transactions; working knowledge of maintaining files and records; working knowledge of and the ability to understand and interpret laws and rules applicable to personnel and human resources processes and procedures; working knowledge of New York State Civil Service Law**; ability to read, speak and understand colloquial French/Creole; ability to respond to questions relating to personnel and human resources processes and procedures; ability to make visual comparisons and identify errors or discrepancies; ability to prepare written material; ability to maintain a variety of files and records; ability to use computer software and applications; ability to communicate effectively both orally and in writing; ability to establish and maintain cooperative relationships with others.

(over)

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical experience, one (1) year of which included or supported human resources or personnel related functions*** as a major function of the work (major function is defined as 50% or more of the day-to-day work experience); or
2. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) or higher and two (2) years of clerical experience which included or supported human resources or personnel related functions as a major function*** of the work (major function is defined as 50% of more of the day-to-day work experience).

NOTE: Incumbents are expected to possess a Level II proficiency in French/Creole (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g., technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding a standard newspaper, correspondence and official documents.

*This reflects a retitling of Personnel Clerk (French/Creole Speaking).

**To be demonstrated during the probationary period.

***Personnel/human resources work shall be defined as duties and responsibilities in any one or more of the following areas: recruitment/selection, wage and salary administration, job analysis, classification, training, career planning and development, payroll, or related function. The work must have substantially involved the knowledge and application of laws, rules and regulations and policies pertaining to personnel work, particularly in New York State.