

## **Administrative Assistant Human Resources & Information Technology Departments**

Class Code:  
150-9 (CC-4)

CITY OF APPLETON  
Established Date: Apr 18, 2022  
Revision Date: Apr 18, 2022

### **SALARY RANGE**

\$17.92 - \$26.88 Hourly

### **NATURE OF WORK:**

This is a clerical/administrative staff position, which involves complex work methods and problems. Work involves performing a variety of clerical functions, which requires the application of judgement in the interpretation of policies, procedures, and regulations, along with spreadsheet preparation, report production, and various research projects. Work is performed under the general supervision of the Deputy Director Human Resources, and indirect supervision from the Information Technology Director and the Benefits Coordinator.

### **JOB FUNCTIONS:**

#### Joint Departmental Duties:

- Provides customer service to internal and external individuals on the telephone and front desk. Makes the appropriate referrals when necessary.
- Prepares HR/IT Committee agenda and reviews/finalizes minutes from electronic system recording.
- Performs customer service duties at the counter.
- Assists with invoicing, P-Card allocation, payroll tracking and budget preparation.
- Performs technical project related activity including creating technical diagrams, creating timelines, and scheduling meetings.
- Sorts and delivers departmental mail.
- Types, edits, and designs a wide variety of correspondence.
- Assists staff in a number of complex projects.
- Performs other duties when assigned.

#### Human Resources Duties:

- Performs duties associated with the application tracking database.

- Maintains the city-wide training database.
- Performs clerical functions for professional staff members.
- Files information in employees' personnel, confidential and medical files.
- Assists the Staff Development and Training Coordinator.

Information Technology Services Duties:

- Monitors shipping and backorder statuses; tracks quotes for purchases.
- Tracks IT contract renewals and ensures review by Attorney's office.
- Transfers technical support issues from Director email to helpdesk.
- Assists monitoring task completion and due dates related to IT project/Trello boards, evaluations, and surveys.
- Assists Director with calendar organization and organizes the department shared calendar.
- Upkeeps the IT bulletin board with required postings/notices.

**OTHER JOB FUNCTIONS**

- Maintains office supplies and forms. (Joint)
- Performs duties of other clerical staff in the department as needed. (Human Resources)
- Fills in for Recruitment Assistant when needed. (Human Resources)
- Maintain database of check out equipment. (Information Technology)
- Distributes newsletters. (Joint)

**REQUIREMENTS OF WORK:**

High school diploma or equivalent, vocational/technical training in administrative science, three to five years human resources office clerical experience or any equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Considerable knowledge of business English, spelling, arithmetic and vocabulary.
- Considerable knowledge of Microsoft Word and Excel.
- Considerable knowledge of modern office practices, procedures and equipment.
- Knowledge of departmental rules, regulations, procedures and functions.
- Ability to maintain office records, compile difficult or complex data, and prepare accurate reports.
- Ability to work under pressure, prioritize and complete assignments on time.
- Ability to coordinate multiple projects.
- Ability to operate general office equipment.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to work effectively in a team setting.

- Ability to understand and carry out complex oral and/or written instructions.
- Ability to work effectively with minimal supervision and conform to deadlines.
- Ability to sustain prolonged visual concentration.
- Ability to communicate effectively both orally and in writing.
- Ability to work occasional nights or weekends.
- Valid Wisconsin driver's license.

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbent may be requested to perform job-related responsibilities and tasks other than those stated in the description.

## **SUPPLEMENTAL INFORMATION:**

**Experience in a professional Human Resources environment is preferred.**

### **COMPETENCIES**

Communication

Customer Focus

Handling Difficult People

Problem Solving

Adaptability/Flexibility