



## ITEM # 6

Date: October 1, 2014

To: Board of Directors

FROM: Debbie L. Williams  
Director of Human Resources

Subject: Consider Approval of New Position Description for Human Resources Assistant

### I. EXECUTIVE SUMMARY

This agency's hiring of the Director of Human Resources position in June 2014 subsequent to the Board's approval in December 2013, has created the human resources presence GCTD's employee population has called for. As this agency grows, the human resources function requires an experienced and professional staff to serve its employee's daily needs, mitigate litigation and create people enhancing programs. Human resource's current responsibilities include but are not limited to the following: labor and grievances, training and development, recruitment, compensation, wellness, new hire orientation, insurance claims, worker's compensation, labor negotiations, policies and procedures management, affirmative action, performance management regulatory compliance and employee climate. These competencies are continually being reviewed to establish best practices. Additionally, human resources will be assuming benefits administration, front office rotation and event coordination over the next few months.

### II. BACKGROUND

Human Resource's role in the agency today is becoming more clearly defined and requires a sufficient amount of assistance to support all the daily activities and people driven initiatives both short- term and long-term. The current senior management team recognizes the value of human resources within the agency and supports being responsive to the employees and proactive toward costly litigation circumstances.

The FY13-14 budget includes an approved position for an Office Administrator. After a closer review of the current structure, the agency's needs have been re-evaluated. A dedicated administrative resource in the human resources department has become the priority. Currently the Office Manager has assisted with many of the administrative needs for human resources,

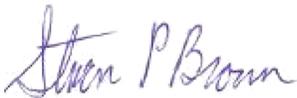
however; both functions of the Office Manager and Human Resources have sacrificed timely and optimum results. It is anticipated with GCTD's growth, the responsibilities in the Human Resources Department will significantly increase proportionate to the population. Adding a Human Resources Assistant is necessary at this time to meet current agency requirements as well as put processes in place for the future. GCTD's culture is shifting toward a people driven environment which calls for increased human resources to execute quality strategies. The Human Resources Department currently consists of the Director of Human Resources and a Human Resources Manager.

The salary range for the Human Resources Assistant will be the same for Office Manager and Payroll and Benefits Specialist \$47,200 to \$61,100.

### **III . SUMMARY & RECOMMENDED ACTION**

**IT IS RECOMMENDED that the Board of Directors approve the new position description for Human Resources Assistant.**

General Manager's Concurrence



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Steven P. Brown

**GOLD COAST TRANSIT DISTRICT  
JOB DESCRIPTION**

|                              |                             |
|------------------------------|-----------------------------|
| <b>CLASSIFICATION TITLE:</b> | Human Resources Assistant   |
| <b>NON-REPRESENTED:</b>      | Staff                       |
| <b>OVERTIME STATUS:</b>      | Non-Exempt                  |
| <b>SAFETY SENSITIVE:</b>     | No                          |
| <b>REPORTING STATUS:</b>     | Director of Human Resources |
| <b>SUPERVISES:</b>           | None                        |
| <b>DATE AUTHORIZED:</b>      | October 2014                |

**JOB SUMMARY**

The Human Resources Assistant supports the administration of the day-to-day operations, functions and duties for the Human Resources Department. The Human Resources Assistant supports the recruitment process end to end. The assistant role will be available to answer employee questions about human resources matters such as company policy, personal development plans, benefits and employee relations issues. The Human Resources Assistant should have a professional demeanor with coworkers and outside parties. Excellent oral and written skills are required. The assistant role will be the primary support in the Human Resources Department.

**ESSENTIAL FUNCTIONS**

The HR Assistant has responsibility to:

- Coordinate recruitment activities such as ad placement, application/resume collection, scheduling of interviews, conducting background checks, making offers and sending rejection letters.
- Schedule/facilitate new hire orientation, prepare/process new employee paperwork and create new employee files.
- Support the HR Department's training initiatives by scheduling classes, reserving training space and providing supplies and meals for all participants.

- Serve as the focal point in Human Resources. May have several requests and projects underway simultaneously. Organization, energy and an even temperament work best in this role.
- Process owner of benefits administration to include employee inquiries, vendor communications and annual open-enrollment responsibilities.
- Provide general administrative support such as preparing correspondence, forms and reports, arranging meetings, processing confidential reports and documents, filing electronic and hard copy HR information, tracking deadlines and taking minutes as needed.
- Establish, maintain and audit employee personnel files, training records, organizational charts, recruitment records and HR related reports.
- Contribute to team efforts as part of the department when requested as well as when suggesting one's own ideas.
- Maintain employee confidences and protect the organization by keeping human resource information confidential.
- Participate in strategic planning and budgeting of human resources activities that meet and support company's objectives.
- Assist in various internal and external surveys.
- Maintain a daily log of pertinent information to share with the department.
- Support employee relations investigations with guidance from HR Manager and HR Director.
- Demonstrate sufficient business knowledge to be effective in contributing to critical HR-related issues.

### **OTHER JOB FUNCTIONS**

May be assigned additional staff responsibilities.

### **MINIMUM QUALIFICATIONS**

- Graduation from High School and 2 years from an accredited college.

OR

Additional business experience as outlined above may be substituted for 2 years college.

AND

Knowledge of:

- General office software such as Microsoft Word, Excel and PowerPoint
- Various employment laws and practices
- Recruitment Processes
- Being a department's first point of contact and quickly identifying the client's need
- Compiling and reporting on data, investigations and HR-related activities
- Effective problem-solving skills
- Experience maintaining confidential information and handling employee requests/changes in a timely manner
- Handling inquiries and difficult employees in the absence of management
- Training programs- Scheduling classes/preparation of facilitator's notes/supplies and meals management

and

Ability to:

- Work quickly to achieve many tasks with quality and precise end results
- Learn to work effectively in a transit and union environment
- Ability to communicate clearly and concisely, both orally and in writing at all levels of the organization
- Establish and maintain effective working relationships throughout the organization
- Manage sensitive and confidential matters
- Explain company personnel policies, benefits and procedures.
- Process and review employment applications in order to evaluate qualifications or eligibility of applicants
- Arrange for training activities, employee special events and coordinate with the Marketing Manager for all general company employee communication

#### **LICENSES AND OTHER REQUIREMENTS:**

Possess a valid California drivers' license and driving record acceptable to GCT's insurance underwriter

Industry certifications of specific skills are desirable

**WORKING CONDITIONS:**

Environment

- Office environment
- Fast Paced

Physical Abilities:

- Sitting for extended periods of time at a keyboard or workstation
- Grasping, repetitive hand movement and fine coordination in using a computer keyboard.
- Speaking clearly and precisely