



**Code: 1342**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

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## **CLASS TITLE: SENIOR PERSONNEL ASSISTANT**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, performs responsible paraprofessional duties relative to personnel administration, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assists candidates in the application process and in the completion of employment forms
- Informs employees and family members of benefits
- Compiles workforce data (e.g., Equal Employment Opportunity, Affirmative Action, labor relations, absenteeism, vacancy, turnover, salvage reports)
- Compiles personnel cost data for preparation of the department's personnel budget
- Collects job documentation and prepares bid announcements
- Monitors training offered by the City's Department of Human Resources and disseminates information to employees
- Interviews students for employment programs
- Maintains classification schedules and job specifications
- Answers inquiries regarding employment opportunities
- Performs payroll and timekeeping functions for the department (e.g., payroll reports, vacation, new hires, exiting employees)
- Serves as liaison with payroll and benefits staff
- Receives and verifies information on documents related to various personnel actions (e.g., leaves, retirements, terminations, suspensions, resignations, deaths, reinstatements)

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Two years of work experience in human resources/personnel work AND/OR an Associate's Degree or higher from an accredited college or university in Human Resources, Business Administration or a directly related field

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

### **PHYSICAL REQUIREMENTS**

- Some positions may be required to access and retrieve files, supplies and proprietary documents from storage and supply cabinets and pack and move documents for on and off site storage.

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

#### **Knowledge**

Considerable knowledge of:

- \*personnel administration principles, policies, practices, and techniques

Moderate knowledge of:

- applicable employee benefits policies and procedures

Some knowledge of:

- \*applicable writing techniques
- applicable computer software packages and applications
- \*timekeeping and payroll processing policies and procedures
- City's collective bargaining units, agreements, and grievance process
- collective bargaining principles, practices, and contract administration

Knowledge of applicable City and department policies, procedures, rules, and regulations

#### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*TIME MANAGEMENT - Manage one's own time and the time of others
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- \*SERVICE ORIENTATION - Actively look for ways to help people

#### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand

- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
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