



City of Phoenix

Human Resources Aide

Job Code:	05020	Job Function:	Personnel and Budgeting
Salary Plan:	012	Grade:	745
FLSA:	Nonexempt	Labor Assign:	Non-Represented Groups
Benefit Cat:	008	EEO-4:	Administrative Support
SOC:	43-4161.00	Last Revision:	February 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to perform paraprofessional, specialized, and technical duties associated with human resources activities. Employees in this classification exercise judgment in accordance with regulations and established policies, and typically establish priorities for their own workloads. Positions assigned to the Supervisory & Professional Unit exercise direct supervision over a small number of lower-level clerical staff.

DISTINGUISHING FEATURES OF THE CLASS:

It is distinguished from the classification of Senior Human Resources Clerk by the greater complexity, technicality, and responsibility of work assigned. Work generally is reviewed for results achieved.

SUPERVISION RECEIVED/GIVEN:

This classification typically reports to a Human Resources Analyst, Human Resources Officer, or Human Resources Supervisor.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Accurately and concisely reports the findings of research projects;
- Completes forms or requisitions to request action;
- Completes, compiles, and reviews human resources forms and payroll data;
- Conducts instruction or training in a one-to-one or small group setting;
- Creates and maintains clerical, statistical, and human resources and payroll records;
- Creates and updates various human resources records;
- Enters data or information into a terminal, PC, or other keyboard device;
- Evaluates written or verbal complaints and makes recommendations toward resolution;
- Files and retrieves information alphabetically and numerically;
- Performs arithmetic such as addition, subtraction, multiplication, division, and statistics;
- Performs elementary statistical analyses, organizing statistical data and drawing statistical inferences;
- Performs routine research tasks;
- Performs special projects;
- Prepares regular and special reports from human resources records;
- Proofreads text and numerical data to ensure accuracy;



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- Reads, interprets, and explains technical material such as Personnel Rules, administrative regulations, memoranda of understanding, personnel payroll, management information systems, and Fair Labor Standards Act regulations;
- Reviews written material for completeness and accuracy and ensures adherence to certain human resources guidelines;
- Supervises a small number of lower-level clerical staff;
- Visually inspects identification;
- Writes emails and memos;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Modern office practices, procedures, and manual and computerized record maintenance procedures and clerical processes.
- Principles and techniques of modern public and human resources administration and governmental organization.

Ability to:

- Communicate with customers, clients, or the public in person or by telephone.
- Compose written documents with clearly organized thoughts and proper sentence construction, punctuation, and grammar.
- Comprehend and make inferences from material written in the English language.
- Exercise sound judgment and establish priorities for own workload.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Maintain confidentiality of personnel information.
- Move objects weighing up to 50 pounds short and long distances.
- Remain in a sitting position for extended periods of time.
- Understand and follow complex instructions written or spoken in the English language.
- Work cooperatively with others. • Work safely without presenting a direct threat to self or others.
- Work under pressure to meet tight time schedules and deadlines, and handle significant problems and tasks which come up simultaneously or unexpectedly.

Additional Requirements:

- Appointments to positions in the Aviation Department are subject to passing a Federal Bureau of Investigation (FBI) background check and a City of Phoenix or other law enforcement agency fingerprint check prior to hire.
- Appointments to positions in the Law Department, Municipal Court, and Public Defenders Office are subject to meeting appropriate background standards.
- Appointments to positions in the Police Department are subject to meeting appropriate polygraph and background standards.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver license and have an



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acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

- Some positions require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of college majoring in public or human resources administration, industrial relations, psychology, or a related field, and one year of experience as a human resources or administrative clerk. Other combinations of experience and education that meet the minimum requirements may be substituted.