

## **TOWN OF MANCHESTER**

### **POSITION GUIDE**

**Title:** Human Resources Associate  
**Department:** Human Resources Department  
**Reports To:** Human Resources Director

#### **NATURE OF WORK**

Performs diversified clerical tasks of a confidential nature and provides clerical support to the Human Resources and Citizen Services departments. Responds to inquiries and provides personal service to employee and Town customers.

#### **ESSENTIAL JOB FUNCTIONS**

Maintains the Department website for Internet information distribution, for on-line functions, and for other Town applications.

Maintains and responds to inquiries regarding the Department's Homepage.

Greets public, issues and accepts job applications and other announcements, provides appropriate information as directed. Distributes position vacancy announcements in person, through the mail and electronically. Provides direct electronic, telephone or personal customer service.

Responds to employee and citizen questions regarding Town policies including employment and personnel issues or refers such questions as needed. Handles confidential information.

Assists in tracking and responding to citizens' complaints, requests for information. Assists citizens with information and/or problem resolution. Participates in process for applications and payments for municipally required permits, taxes, programs and processes. Inputs and retrieves data through computer.

Provides clerical support to departments by typing, calculating, inputting data, answering telephone and correspondence.

Prepares mass mailings both via paper and electronically.

Operates personal computers with word processing software; types letters and reports. Enters data into data base.

Accepts payments from public.

Answers telephone calls and e-mail, resolves questions, refers those with policy implications to supervisor.

#### **OTHER JOB FUNCTIONS**

Performs other duties as required.

#### **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of clerical tasks, procedures and electronic equipment uses in modern office setting and considerable ability to use computer, typewriter, calculator. Must have good interpersonal skills, tact and diplomacy.

## **HUMAN RESOURCES ASSOCIATE CONTINUED**

### **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES CONTINUED**

Considerable ability to perform word processing. Ability to handle confidential information; ability to handle difficult and varied situations with employees and/or the public.

Ability to handle cash and negotiable instruments if necessary.

Knowledge of department/section policies, practices and operations.

Considerable ability to communicate effectively orally and in writing.

Considerable ability to establish and maintain effective working relationships with other employees and with the public.

### **PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS**

Must be mobile and able to push/pull objects less than 20 pounds. Must be able to perform such tasks as filing, writing, typing, using a calculator, and skills which require hand-eye coordination such as using a typewriter or computer. Must be able to sit for prolonged periods.

Must be able to see objects closely, as in reading and typing a document; hear normal sounds with background noise, distinguish voice patterns and communicate through speech, as in using a telephone.

Must be able to concentrate on fine detail with constant interruption, attend to task for 45- 60 minutes at a time, remember multiple assignments given over long periods of time, and understand the theories behind several related concepts.

Ability to work in a professional manner with co-workers, customers and the public at large.

May be exposed to dust, fluctuation in inside temperatures and electro-magnetic radiation as in computer screens.

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school or equivalent plus two (2) years of experience in office setting performing diversified clerical tasks. Experience in customer service including extensive telephone service, personal contact and use of computers. Associates Degree desirable.

***THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.***