Personnel Assistant - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:
>Has basic understanding of personnel procedures: recording employee information, processing employment applications, updating files, responding to inquiry, compiling data from personnel records, transmitting payroll information to payroll processing firm, and assisting employees with benefit program inquiry and usage
>Understands what a organization is, its mission and operating philosophy
>Demonstrates a high level of administrative skills; word processing, organizing files, manual and PC recording of data, sending out appropriate correspondence, telephone handling skills
>Understands the confidential nature of personnel work and acts accordingly

QUALITY OF WORK:
>Records all data accurately, in the correct sequence and order, within the required time limit
>Responds to requests in a timely manner
>Ensures payroll data is correct before transmitting to payroll processor
>Maintains accurate job histories, skill inventories, and educational information

QUANTITY OF WORK:
>Maintains all schedules in accordance with the Personnel Management task/project list planner
>Dedicates an appropriate amount of time to various tasks; ensures that all tasks are completed within the required time frames
>Can produce documents, using organization's word processing equipment, at the rate of 60 wpm
>Can handle numerous tasks simultaneously; has an overall work plan and system

. ORAL COMMUNICATION:
>Is an effective communicator. Uses proper grammar, diction, and politically correct language
>Listens to others; asks good question to understand their viewpoint and request
>Uses a pleasant tone of voice and treats all persons equally
>Speaks, clearly, concisely, and confidentially in individual situations

WRITTEN COMMUNICATION:
>Constructs written records legibly, orderly, and through using the proper forms and documents
>Writes letters, internal memorandums, E-Mail and other releases in proper form and context
>Seeks expert interpretation of personnel matters; does not write interpretations
>Makes full use of technology (PC, Fax, HRIS) to generate written communication