



City of Irving Job Description

Workforce Services Assistant

FLSA Status:	Non-Exempt	Job Department:	Human Resources
Job Code:	Q252	Reports To (Job Title):	Workforce Services Manager

PURPOSE

To provide a high level of administrative and/or technical support in an assigned functional area to include creating documents, and providing internal and external customer service requiring the exercise of professionalism and discretion in confidential matters. Also, to serve as the primary backup to the Payroll Administrator, to assist with payroll functions during peak times, provide Benefits assistance, and support Risk Management as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Create and prepare a wide variety of documents and complex reports for internal and external reporting.
- Provide information and explain programs for area of responsibility to both internal and external customers.
- Create and maintain files, data, and logs related to various activities, processes, and programs.
- Verify information and assists internal and external customers with completing forms.
- Compile and maintain statistical information.
- Coordinate, calculate, report on, and verify employee pay issues.
- Order informational materials and supplies including pamphlets, brochures, and booklets needed for projects and programs.
- Create purchase orders, wire transfers, and direct disbursements for contracts with outside vendors and reconciles accounts accordingly.
- Receive training on city-wide payroll process; maintain and practice knowledge as process changes.
- Serve as backup to Payroll Administrator as needed; assist with payroll process during peak times.
- Field questions from departments *as assigned*.
- Enter Benefits changes and/or elections into the payroll system.
- Assist internal and external customers with Benefits related issues and questions.
- Provide internal and external customers with information on Risk Management claims as needed.

OTHER DUTIES AND RESPONSIBILITIES

- Assist with the coordination of special events and projects as needed.
- Present information to committees and/or trainings; schedule meetings and assist with logistics.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Prepares purchase orders, wire transfers and direct disbursement requests. Prepares deposits. Reallocates purchasing card expenditures. Provides assistance with budget preparation and oversight.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School / GED *plus* some college or additional relevant training; or,
- An equivalent qualification, such as High School / GED and one (1) year of additional experience.

EXPERIENCE

- At least one (1) year of related experience demonstrating skill in Microsoft Outlook and Excel software programs.
- *Preferred experience in either payroll, benefits, or for a governmental entity.*
- Experience with Tyler Munis a plus.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid state-issued driver's license, or ability to obtain upon hire, may be required.

KNOWLEDGE OF

- Confidentiality methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the city.
- Communications: Techniques and methods of communication including alternative ways to inform others through written, oral, and visual media.
- Open Records Act: Laws and guidelines related to fulfillment of requests for information.
- Record Management: Processes and/or methods for inventorying, verifying, logging, preparing, filming/scanning, filing, and shelving of records.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words and ideas.
- Basic Math: Adding, subtracting, multiplying or dividing quickly.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Reporting: Researching, analyzing, and compiling data and preparing concise documents.
- Teaching: Conveying new concepts and confirming comprehension by listener.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

This position interacts with City of Irving Employees, especially departmental timekeepers, as well as, citizens and vendors.

EQUIPMENT AND PROPERTY

This position utilizes a variety of office machinery; such as: Xerox multi-function center copier/scanner, desktop computer, printers, and telephones.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, sit, stand, and/or talk. Occasionally, the employee occasionally is required to carry and/or lift up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually low to moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.