

City of Madison

Job Description



Title: HR Associate

Department: Human Resources

FLSA Status: Non-Exempt

Pay Grade: 106

New Position

Position Change

Effective Date 2/10/2025

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

The HR Associate to the Department Head primarily provides support to the Department Head, completing various higher-level projects, processes and tasks assigned by the Department Head. Work requires a higher level of confidentiality, sensitivity and good judgment. Responsibilities may also include work with budgeting, preparation of various types of documentation, development of reports and publication, performance of research and analysis, drafting and distribution of various types of correspondence, scheduling and facilitation of departmental events and meetings, facilitation of internal and external contacts and follow-up, or any other tasks to assist the Department Head with duties and priorities. All work is assigned at the discretion and direction of the Department Head and performed under general supervision. Responsible for a high volume of department files which must be maintained at a high level of accuracy, including permanent records and records with varying retention requirements.

Essential Functions/Major Responsibilities:

- Provides administrative support to the Department Head, and supports the Department Head with budgeting, accounts payable, preparing various documents and reports and other administrative processes.
- Performs departmental clerical duties including typing, filing, mail processing, schedule and meeting coordination, record keeping, screening, and other clerical duties as assigned by the Department Head.
- Performs research and preparation of various reports and documents in Excel.
- Maintains varied and complex records associated with Human Resources functions.
- Organizes and maintains the high volume of business files in the Department maintains and develops databases of files, including the establishment of subject matter indexing. Must maintain hard and electronic file integrity of all historical departmental policies, contracts, decisions, actions and practices, including permanent records and other records with legal retention requirements.
- Manages the service window for HR services, including directing employees to the appropriate coordinator, etc.
- Serves as Employee Engagement Coordinator for various events to include working with the Safety Committee, as needed.
- Assists Department Head with budgeting process.

- Maintains HR-manuals and numerous HR employee and department forms and distributes to various departments and employees copies of HR-related policies, minutes and actions as applicable to Human Resources.
- Performs salary and other surveys and other research for the Department Head.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Manages the city's electronic application system, keeping job descriptions and class specifications/job requirements up-to-date in the electronic system. Also responds to applicants inquiring about positions and application requirements.
- Manages the internet processes and information for the department.
- Responds to a variety of departmental and public requests for information; provides requested information or services when authorized or refers to appropriate individual for response.
- Edits and publishes employee newsletter and other employee communications.
- Orders supplies for the Department, and processes purchasing and payment paperwork following accounting/purchasing guidelines established by Finance and maintains a complete set of account records to track expenditures and balances for the department. Serves as timekeeper for the department.
- Prepares agenda for HR Committee meetings and works with the Clerk's Office to ensure meetings are appropriately announced.
- Must process certified mail and overnight mail and must deliver legally required certificate of mailing documents to Post Office.
- May be required to assist as backup for HR Coordinator functions in the department, including processing benefit forms, worker's compensation reporting and tracking, and other standard processes.
- Performs other administrative duties as assigned by the Department Head.
- Receives new hire information and organizes orientation for all general employees.

Secondary Functions:

- Picks up and delivers documents from other city offices.
- Performs other related duties as required.

Job Scope:

- Establishes priorities for own workload based on need for immediate action, work objectives and schedules.
- Works under pressure and processes a high volume of paperwork and interaction.
- Position requires multi-tasking and the ability to continually be interrupted and start-again with a high degree of detail.
- Strong attention to detail required due to work with permanent records and management of varying retention requirements.
- Makes frequent decisions within established policies, in a fluid environment that requires frequent variations from routine and independent decision-making.
- Assists in budget preparation for the department and maintaining accountability tracking and balances.
- Utilizes effective time management techniques to process large volumes of work and other contacts and ensure follow-up.

- Punctual, dependable and responsible to Human Resources service counter.

Supervisory Responsibility:

None.

Interpersonal Contacts:

- Must communicate effectively with the public, applicants, vendors, contractors, agencies, city officials and city employees daily.
- Must work closely with Department Head with a high level of discretion with highly confidential and sensitive information at time.

Knowledge, Skills, and Abilities:

- Knowledge of principles and practices of office management and file management according to HR related public records laws (both electronic and hardcopy).
- Skilled at Microsoft Office programs (including advanced Word, Excel) required.
- Skilled at oral and written communication.
- Skilled in HRIS or ability to learn system.
- Ability to consistently demonstrate a high level of judgment and discretion required for maintaining confidential and sensitive information.
- Ability to cross-train in other areas in the department.
- Ability to follow instructions and to work independently with minimal supervision.
- Ability to handle irate customers with tact and professionalism.
- Ability to make mathematical calculations rapidly and accurately.
- Ability to operate standard office equipment (including personal computers, printers, calculator, fax machine, typewriter and copy machines).
- Ability to perform essential functions.
- Ability to prioritize competing deadlines and priorities.
- Ability to process a high volume of records with a high degree of accuracy and attention to detail.
- Ability to produce written documents with clearly organized thoughts using proper English sentence structure, punctuation and grammar.
- Ability to quickly research and gain knowledge of State and Federal laws on various Human Resources and employee records independently.
- Ability to work with a team.
- Ability to work with confidential and highly sensitive information and ability to be discrete and protect confidential documents and information in a busy work area.

Education and/or Experience:

- Bachelor's Degree
- One (1) year of related experience.
- Or any equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities to successfully perform the essential functions and job responsibilities of this position may be considered.

Additional Requirements:

- Strong work history of dependability and performance.
- Experience with similar essential functions.
- Strong background record required, due to accessibility to employee and city records and data, and frequent interaction with public.
- Competency with HRIS or similar systems is highly preferred.
- Current driver's license for city related errands. Must maintain a strong driving record for city-insurance purposes, and records may be periodically checked by the city.
- Must maintain professional personal demeanor, appearance and work area, to maintain professionalism in greeting the public as the departmental representative.

Job Conditions:

- Job may require occasional overtime or attendance at evening meetings with minimal notice.
- Job requires flexibility in clerical work assigned.
- Must be able to work productively with frequent interruptions.

Physical Capabilities:

- This position's physical requirements involve sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Ability to be mobile to handle boxes of documents and files, operate various office equipment, and perform a high volume of filing.
- Ability to communicate verbally and orally with the public in person and over the telephone.
- Ability to stand/sit for extended periods of time.
- Ability to work on a computer for extended periods of time.
- Must be able to drive.
- Ability to multi-task and work in a stressful environment at times.

Mayor Approval, Date

Department Head Approval, Date