

## WESTMINSTER SCHOOL DISTRICT CLASSIFICATION STATEMENT

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**TITLE: PERSONNEL SERVICES SPECIALIST**

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**BASIC FUNCTION:**

Under the direction of the Director of Human Resources, performs responsible personnel and clerical duties in the areas of maintenance of personnel records and files, preparation of related reports, tracking of employee leaves and balances and support to other personnel functions such as recruitment and examination according to merit system laws, rules, regulations and procedures. This position also provides information, assistance, and directions to persons entering the District office; answers telephones and transfers calls; performs a variety of responsible and technical clerical duties, such as typing, filing, and maintaining records in support of District Office departments.

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**ESSENTIAL DUTIES:**

Prepares, types updates, monitors, and maintains a variety of personnel forms, reports, bulletins, records, schedules, lists, and files according to established procedures; verifies and posts information as necessary to assure completeness and accuracy.

Greets the general public and visitors to the District office; provides information and/or directs them to the appropriate person or office.

Answers incoming telephone calls; provides information and transfers calls as appropriate; takes and relays messages; provides operator assistance.

Supports and assists parents and community with questions and completion of district forms including open enrollment, inter-district transfers, and complaints.

Provides information and assistance in person or on the telephone to District personnel and the public regarding a variety of personnel matters. Supports employee and applicant inquiries regarding job availability, personnel regulations, policies and procedures, and employee statutory leave, including sick leave and affordable care act eligibility.

Updates and maintains district map with appropriate school attendance boundaries and advises public regarding boundaries and school enrollment.

Serves as a liaison between employees and the District's Workers Compensation provider and responds to employee requests for information and provide follow-up monitoring and communication to employees currently being serviced through Worker's Compensation.

Answers District's emergency two-way communication system and takes necessary action to respond to emergencies.

Performs a variety of technical clerical functions in support of the Director of Human Resources and District Office departments as needed; types, files, sorts materials, and enters and maintains employee personnel records within the electronic database and personnel files.

Creates employee identification badges.

Types letters, memoranda, lists, and other materials according to established procedures.

Maintains calendar of meeting room use for district office.

Operates district telephone equipment, typewriter, computer work station, fax, copier, and identification badge preparation equipment.

Assists in the preparation of personnel-related items which are to be submitted to committees, the Board of Trustees or the Personnel Commission of the District for consideration or approval which may include the assigned responsibility for preparing agendas and agenda items.

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**OTHER REPRESENTATIVE DUTIES:**

May receive phone calls from employees reporting an absence and assign substitutes using the Substitute system as needed.

Maintains a notebook of job vacancies for classified and certificated employees from other districts.

May assist the Personnel Technician in the processing of new employees including duties related to the examination of applicants as assigned, assembling and organizing written and oral examination materials, administration, correction, and scoring of written exams, providing briefings to performance panels, notification to candidates of their standing on eligibility lists, as well as selection or non-selection in the employment process.

Accesses information via the District's computerized records and data management system.

May distribute, accept, review and verify employment applications for completeness.

Monitors security system and grants appropriate access for visitors and District staff.

May distribute paychecks to employees.

Performs other related duties as required or assigned.

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**ORGANIZATIONAL RELATIONSHIPS:**

- Supervision: Reports to, receives direction from, and is evaluated by the Director, Human Resources.
- Internal Contacts: Frequent contacts with district personnel in all roles and at all work locations. Communication with employees related to the District's Workers Compensation program.
- External Contacts: Ongoing frequent contacts with members of the general public, in person and by telephone. Continuing contract with personnel of other school districts and other governmental agencies, representatives of community-based agencies, personnel of the Orange County Department of Education and job applicants.

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**KNOWLEDGE AND ABILITIES:**

*KNOWLEDGE OF:*

- Oral communication skills and techniques.
- Principles and practices of public personnel administration, including recruitment, examination, classification, and compensation.
- Multi-line telephone system operation.
- Telephone techniques and etiquette.
- Rules and regulations for employee leaves including sick leave, affordable care act and Worker's Compensation regulations.
- Modern office practices, procedures, and equipment, including knowledge of a computer work station.
- Interpersonal skills; using tact, patience, and courtesy.
- District organization, operations, policies and objectives related to assigned function.
- General clerical skills; including typing, filing, and sorting of office materials and correspondence.
- Record-keeping techniques.

Standard American English usage, grammar, spelling, punctuation, and vocabulary.

**ABILITY TO:**

Navigate the Internet.

Analyze personnel problems and develop practice solutions and learn to perform job analysis accurately and quickly.

Keyboard at 45 words net per minute from clear copy.

Learn the District's substitute system to view and fill employee absences.

Perform responsible and complex technical and secretarial duties in the areas of recruitment, examination, placement, and maintenance of personnel records and files, and the preparation of related reports.

Prepare correspondence and/or reports as assigned.

Maintain confidentiality and utilize discretion in all communications.

Greet visitors and general public in a courteous and tactful manner, and communicate effectively with them.

Provide information, assistance, and directions to callers and visitors.

Read, interpret, apply, and explain rules, regulations, policies and procedures.

Operate a typewriter, computer work station, calculator, fax, copier, and identification badge preparation machine.

Learn the District's telephone system its organization, functions, and work locations quickly.

Answer and initiate telephone calls and relay information.

Understand and follow both oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

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**EDUCATION AND EXPERIENCE:**

Completion of college-level coursework, equivalent to an A. A. degree from an accredited

