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## HUMAN RESOURCES CLERK II

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**Department:** Human Resources      **Reports To:** Human Resources Manager  
**Division:** Administration      **Location:** Administration Building  
**FLSA Status:** Non-Exempt      **Classification:** Full-Time/Civil Service  
**Approved By:** Human Resources Manager      **Date of Approval:** October 2002  
**Pay Grade Level:** 2

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### JOB SUMMARY

Responsible for the performance of a variety of moderately complex clerical and administrative duties required in the daily administration of the Lafourche Parish Employee Benefits Program in relieving supervisory personnel of clerical and administrative work by performing the following duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include the following:

- Reads and routes incoming mail. Locates and attaches appropriate file/back-up information to correspondence to be answered by the Human Resources Manager; prepares outgoing mail
- Composes and types routine correspondence
- Distributes basic information on and explains benefits programs such as retirement, health, life, disability, and workers compensation plans to employees and dependents; prepares new employee orientation packets and assists in conducting orientation
- Schedules appointments for pre-employment physicals and drug screens; Facilitates the submission of proper information to the office of the attending physician; Receives and reviews the results of the examination and advises the Civil Service Department and applicable Department Head as to employment eligibility
- Investigates and resolves questions regarding delivery and payment for services by contacting health care professionals and other service providers, benefit plan providers, and employees
- Verifies and completes benefits enrollment forms and employee plan changes
- Reviews reports from plan providers to verify accuracy and resolve differences
- Enters benefits-related data into computerized human resources information system; maintains employee files of enrollment forms and other required documentation; records

employee information such as personal data, compensation, benefits, tax data, attendance, performance reviews, promotions, transfers, resignations, and terminations

- Sends enrollment information and payment to benefit plan providers and other plan administrators
- Calculates amount of employees' paycheck deductions for benefits, submits information to payroll, and assists in resolving discrepancies
- Produces reports of benefit enrollment, benefit deductions, and plan participation
- Examines employee files to answer inquiries and provide information to authorized individuals in accordance with policies and procedures
- Compiles data from personnel records and prepares routine reports
- Assists in conducting new employee orientation; compiles copies of the required documents for presentation; ensures that all required forms are properly completed
- Reviews bi-weekly employee time sheets for mathematical accuracy, calculates employee wages from time sheets, and submits time sheets and changes to Payroll Company
- Assists in the preparation and submission of routine reports regarding unemployment benefits and the like
- Organizes and maintains file system, and files correspondence and other records
- Coordinates Manager's schedule and makes appointments
- Greets scheduled visitors and directs to appropriate area or person

Other duties may be assigned.

#### **ADDITIONAL RESPONSIBILITIES**

- Assists in the performance of other clerical positions in their absence
- All parish government employees in a declared emergency shall be considered essential personnel

#### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

#### **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities.

Dependability - Follows instructions, responds to management direction; Keeps commitments.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

**Education and Experience.** One (1) year certificate from college or technical school; or one (1) year related experience and/or training; or equivalent combination of education and experience.

**Language Skills.** Ability to read and comprehend moderately complex instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to vendors, elected officials, supervisors, the general public, and other employees of the Lafourche Parish Government.

**Mathematical Skills.** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**Reasoning Ability.** Ability to apply common sense understanding to carry out detailed but uninvolved written and oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Certificates, Licenses, Registrations.** Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

## OTHER SKILLS AND ABILITIES

- Must have thorough knowledge of the methods, practices, and procedures in general office practices and procedures, which also include proficiency in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; thorough knowledge of computer word processing software (Microsoft Word and Microsoft Excel, preferred), business English, spelling, punctuation, and methods and techniques in record keeping and filing systems.

- Ability to type and possess skills in proper formatting of a variety of correspondence, reports, and other documents.
- Ability to plan, evaluate, and prioritize work assignments to ensure accurate production of documents and the ability to meet deadlines.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the Lafourche Parish Government.

### **PHYSICAL DEMANDS**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear; The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.