

**Franklin County Board of Commissioners
Classification Specification & Job Description**

CLASSIFICATION TITLE: Administrative Assistant 2, Training	CLASS NUMBER: 10252	FLSA: Non-Exempt
AGENCY/DIVISION: Department of Human Resources	JOB TYPE: Full Time, Classified	PROBATION PERIOD: 180
BARGAINING UNIT: Non-Bargaining	PAY GRADE: N12	POSITION CONTROL #: 060008
POSITION LOCATION: 373 S. High St., 25 th FL., Columbus, OH 43215	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR (PCN): Sr. Human Resources Administrator (060014)
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:		

CLASSIFICATION PURPOSE:

The primary purpose of the Administrative Assistant 2 classification is to manage the administrative functions of assigned administrator or department director. The classification provides back-up support to other departments, as assigned

JOB DUTIES:

Performs complex duties of an administrative nature in support of the Department of Human Resources. Types, composes, creates, prepares and completes a variety of correspondence, forms, records, reports, and other documents of confidential or sensitive nature which requires knowledge of departmental programs, policies and procedures. Processes and maintains a variety of employment files and records, (e.g., job descriptions; tuition reimbursement; training attendance and registrations) for the purpose of compiling pertinent employee information, ensuring accuracy of employee's records, maintaining eligibility for positions and complying with mandated requirements. Distributes documentation or retains records as appropriate. Assists with Maintains information in HRIS and Learning Management System databases). Serves as a back-up to the agency liaison.

Assists with employment process (e.g. background checks, reference checks, I-9 processing, onboarding documents). Serves as administrative support for new employee orientation, and ensuring employees are knowledgeable of current practices and administrative processes. Manage correspondence for multiple assigned email boxes. Assist with organizing and scheduling training events. Schedules meetings for HR and Training Department. Performs actions for promotions, demotions, new hires, resignations, and agency transfers. Notify employees when decisions have been made, answer questions, and follow-up on issues. Responsible for day-to-day HRIS customer service for employees including unlocking accounts, aiding in completing employee HR actions. Performing troubleshooting actions to isolate common employee issues. Refer all advanced employee inquiries and system issues to appropriate personnel in a timely manner. Maintain appropriate documentation for audit purposes.

Instructs employees and facilitators on how to navigate the learning management system (LMS). Organize, plan, attend, and/or conduct meetings. Schedules meetings with agencies on how to use the LMS for their learning purposes. Serve as a liaison between human resources staff and other departments/agencies regarding troubleshooting, resolving complex technical issues, training, and incident reporting. Creates, prepares, develop and submit specialized reports for agencies and management. Answer questions about the LMS via the LMS mailbox. Provides employees with login assistance and account creation. Creates classes within the LMS. Creates documentation for classes with the LMS. Maintains the LMS database. Imports employees into the LMS. Defines problems, collects data, establishes facts, and draws valid conclusions. Processes course updates and monitors user access for monthly usage reporting. Provides classroom and technical support to LMS instructors and vendors. Establishes relationships within County agencies and with outside vendors regarding LMS solutions, agency programs, services, and operations.

Performs record keeping and clerical functions for the purpose of supporting department staff. Prepares a variety of reports and related documents (e.g. training tracking log) for the purpose of providing data, documentation and information. Prepare and maintain daily front desk log on all activities). Serve as administrative support to executive leadership and back up support to administrative assistant for the purpose of aiding with their functions. Create and distribute daily attendance log. Provide guidance and support to front desk staff on clerical duties. Supervise and train interns in different department tasks as assigned. Manages the tuition reimbursement program for 1,400 employees. Maintains balances of tuition dollars on a yearly basis for approved employees. Prepares approval letters, denial letters, and reimbursement letters. Communicate with agency liaisons regarding the tuition reimbursement application process. Answer tuition reimbursement questions from employees.

Supports assigned administrative and office personnel for the purpose of aiding with their functions (e.g. prepare training room, obtaining equipment requested, scheduling conference rooms, etc.). Answers telephone system for the purpose of screening calls, transferring calls, analyzing and responding to inquiries and/or taking detailed messages. Greets individuals entering the office for the purpose of responding to general and HR inquiries and/or directing individuals to appropriate location. Receive items and mail within the office for

the purpose of ensuring receipt and delivery to addressee. Responds to written and verbal inquiries from a variety of internal and external sources for the purpose of providing information and/or providing direction. Correspond with business partners to ensure appropriate processing of documents received. Attends staff/training meetings and seminars as directed. Maintains regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training and development; office management; office practices and procedures; agency rules and regulations; government structure and process. Skill in Microsoft Outlook, ; computer operations, phone systems and equipment operation. Ability to deal with problems involving several variables in familiar context; define problems, collect data, establish facts and draw valid conclusions; understands manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; gather, collate and classify information about people or things; handle sensitive inquiries from and contact with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Associates degree with coursework emphasis in business administration or related field, with three (3) years of clerical or office administration experience.

Additional Requirements

No special license or certification is required.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date