UNIVERSITY OF SOUTHERN CALIFORNIA
Personnel Assistant (Centralized)
Job Code: 117007

Grade: G
OT Eligible: Yes

JOB SUMMARY:
Provides information and assistance to faculty and staff regarding the programs and services of a Personnel Services Office. Provides clerical and/or secretarial support. Performs data input and retrieval functions. Communicates procedures and guidelines.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Counsels all University employees regarding specific departmental programs and services. Meets with and assists employees in completing relevant forms. Answers questions pertinent to specific departmental function.

Reviews forms and ensures that payments have been made, or that funds are available, as appropriate. Ensures that required documentation is complete and in compliance with regulatory requirements.

Processes documents necessary for the implementation of various programs and maintains such records as necessary. Makes recommendations for records automation and other processes relating to departmental procedures.

Interacts with vendors, carriers and/or other University departments to facilitate processing and/or resolve operational and servicing problems.

Researches information, compiles statistics and gathers data as necessary. Assists with special reports and projects as requested. Assists supervisor in areas of responsibility during periods of peak volumes and/or employee absences.

Provides clerical or secretarial support as requested or required. Types letters, composes correspondence for own signature or signature of supervisor. Maintains departmental records and files.

Advises employees, prospective employees or retirees on eligibility for programs or services. Provides information regarding related policies according to guidelines and established procedures.

Oversees processing and recordkeeping functions. Ensures adequate and consistent procedures and methods for information tracking and retrieval. Determines information needs and develops reporting formats.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:
Essential: ☐ No
Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
- Related Undergraduate Study
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 1 Year
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
- Personnel support services background.

Preferred Education:
- Associate’s Degree
- Combined experience/education as substitute for minimum education

Preferred Experience:
- 2 Years
- Combined education/experience as substitute for min experience

Skills: Administrative:
- Answer telephones
- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compose letters
- Compute totals
- Develop office procedures
- Edit routine documents
- Establish filing systems
- Gather data
- Input data
- Maintain filing systems
- Research information
- Schedule appointments
- Understand and apply policies and procedures
- Verify calculations
- Write memorandums for own signature

Skills: Machine:
- Calculator
- Computer Network (University)
- Fax
- Personal Computer
Photocopier

SIGNATURES:

Employee: _________________________________ Date: _________________________________

Supervisor: _______________________________ Date: _________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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