

## **Assistant to the Office of Human Resources Tompkins County**

**Department:** Tompkins Cortland Community College

**Classification:** Competitive

**Approved:** 10/2025

**By:** HB, Deputy Commissioner of Personnel

### **MINIMUM QUALIFICATIONS:**

1. Possession of a Bachelor's degree and one (1) year of human resources or related office experience required OR
2. Possession of an Associate's degree and three (3) years of human resources or related office experience

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position provides administrative and office support for the Office of Human Resources. Works independently on various office administration functions, including those of a timely, sensitive, and confidential nature. Assists with human resource functions including, but not limited to, personnel actions, including labor matters and negotiations, recruitment, onboarding, payroll, and benefits. May coordinate human resources projects. Supports an inclusive environment and works with a diverse population. Models excellence in service to the College community. The position reports directly to the Director of Human Resources.

### **TYPICAL WORK ACTIVITIES:**

- Serves as the primary administrative support staff for the Office of Human Resources by scheduling appointments, managing calendars, room reservations, and preparing correspondence, etc.;
- Assists, prepares, and edits human resources communications and documents that include and are not limited to Board of Trustee resolutions, appointment letters, and personnel action correspondence for the Faculty Student Association, TC3 Bistro, and Farm;
- Receives, reviews, and distributes internal and external correspondence; directs telephone calls, takes messages, and redirects inquiries as appropriate;
- Maintains an accurate human resource filing system, which includes but is not limited to new hire forms, personnel action letters, evaluations, transcripts, etc.;
- Receives, processes, records, and files change of address and employment verification requests;
- Assist the College community and the public with human resource questions and/or concerns, such as employment applications and general human resources information and forms;
- Processes employee transactions and effectively and accurately communicates to payroll and other offices as necessary;
- Assists with the processing of student employees, student employee recruitment, requisitions, applicant tracking, onboarding, and payroll processing;
- Prepares, analyzes, and distributes correspondence and reports using appropriate College technology;
- Prepares, processes, and records expenditures for the human resource office, including reviewing payroll deductions for accuracy and communicating with employees when necessary changes occur;
- Prepares and processes documents directly related to labor and management matters including, but not limited to, negotiations, grievances, and arbitrations;
- Assists human resources staff with all aspects of office initiatives, including but not limited to benefit fairs, job fairs, personnel actions, orientations, professional development initiatives, and training programs;
- Inventories and orders office supplies;

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of policies and procedures related to health, dental, and prescription program benefits, coverage, and billing procedures;
- Good knowledge of provisions, principles, and applications of negotiated agreements with employee bargaining units;
- Good knowledge of computerized programs such as Microsoft Office Excel and Word programs;
- Good knowledge of office terminology, procedures, equipment and business English;
- Ability to operate personal computer with great accuracy (speed is not critical);
- Ability to perform close, detailed work involving considerable concentration;
- Ability to analyze and organize complex data and prepare records and reports;
- Ability to understand and interpret complex oral and/or written directions;
- Ability to develop effective working relationships and deal diplomatically with the public, subordinates, and other work contacts;
- Tact, confidentiality, integrity and good judgment in solving complex account keeping problems are all required personal characteristics;
- The employee's mental and physical condition shall be commensurate with the demands of the position.

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