

**HUMAN RESOURCES ASSISTANT
GS-203**

This series covers one-grade interval administrative support positions that supervise, lead or perform human resources (HR) assistance work requiring substantial knowledge of HR terminology, requirements, procedures, operations, functions, and regulatory policy and procedural requirements applicable to HR transactions. The work does not require the broad knowledge of Federal HR systems or the depth of knowledge about HR concepts, principles, and techniques that are characteristic of the recognized HR specialist positions in the Human Resources Management Series GS-0201.

HUMAN RESOURCES ASSISTANT – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of human resources</p> <p>Knowledge of human resource documentation and record keeping procedures.</p> <p>Skill in effective communications and customer service.</p> <p>Understanding of the organization and workflow structure.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Basic Communication Skills USDA Graduate School SMART Center</p> <p>Effective Communications with Customers and Introduction to Human Resource Management USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Processing Personnel Actions In-House Training (Human Resources Division/Location)</p> <p>Payroll/Personnel Operational Procedures National Finance Center USDA Graduate School</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p>PACT/PRES for Beginners In-House Training (Human Resources Division/Location)</p> <p>WordPerfect and GroupWise In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Human Resources Specialist View Video on Customer Service - SMART Center</p>

HUMAN RESOURCES ASSISTANT – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of human resource processing procedures.</p> <p>Knowledge of procedures, requirements, and terminology related to human resource management.</p> <p>Skill in basic communications.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Time Management Fred Pryor Seminars SMART Center USDA Graduate School</p> <p>Communicating for Results Management Concepts USDA Graduate School</p> <p>Customer Service Excellence Management Concepts USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>HCUP Processing In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Human Resources Specialist Consider an Advanced Processing Course (NISC)</p>

HUMAN RESOURCES ASSISTANT – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of specialized human resource methods, regulations, and principles related to a human resource specialty.</p> <p>Skill in basic research and how to apply it to solving routine human resource cases.</p> <p>Extensive knowledge in both oral and written communications.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Creative Problem Solving Management Concepts, Inc. USDA Graduate School</p> <p>Dealing with Angry Customers USDA Graduate School</p> <p>Effective Supervision USDA Graduate School</p> <p>Basic Staffing and Placement In-House Training (Human Resources Division/Location)</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Human Resources Specialist</p>