

HUMAN RESOURCES TECHNICIAN

DEFINITION

The Human Resources Technician performs a variety of technical, responsible, and confidential office support, administrative, and technical duties, including assisting in benefits administration, recruitment, testing, selection, and training of staff; provides a wide variety of technical office administrative and secretarial support to the department manager and related professional staff; prepares, reviews, and distributes personnel and human resources information systems records; assists in completing various personnel studies and reports; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs other related duties as assigned. This position is privy to information affecting employee and labor relations on a regular basis as defined by the Meyers-Milias-Brown Act.

DISTINGUISHING CHARACTERISTICS

This confidential paraprofessional class provides an opportunity for incumbents with well-developed office support skills to learn and participate in a wide variety of human resources support work. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff, public, and organizational contact. Incumbents may assist in training the lower-level or new staff. Incumbents receive general supervision from the Human Resources Director, or designee, and functional direction from a Human Resources Analyst. This class is distinguished from other technical and office administrative classes by the specialized nature, scope, complexity, and diversity of responsibilities involved in the human resources function. This class is further distinguished from Human Resources Analyst I in that the latter is a professional-level class in the Human Resources Department and requires a college degree.

SUPERVISION RECEIVED

Direction is provided by the Human Resource Director, or designee.

SUPERVISION EXERCISED

May assign work to clerical staff.

ESSENTIAL DUTIES

Essential responsibilities and duties may include but are not limited to the following:

Assists in the administration of employee benefits programs; explains employment benefits; coordinates insurance plan enrollment and assists with claims preparation; reconciles and validates monthly billings for insurance benefits administered through the City.

ESSENTIAL DUTIES (continued):

Conducts new employee orientations; explains employment benefits; enrolls new employees in insurance and retirement plans; prepares related documents.

Provides information and general assistance to City staff and the public regarding personnel policies, procedures, and processes; answers questions and provides information regarding hiring procedures, benefits, job descriptions, collective bargaining agreements, salary wages and steps, and related matters.

Reviews personnel change requests for payroll; processes benefit documents for terminated employees.

Maintains personnel records; processes and verifies employee status changes and transfers.

Oversees the administration of the automated applicant tracking system and is responsible for the internal processing and paper flow operations in support of recruitments, examinations and certification of eligible applicants, prepares forms, emails and letters and establishes procedures to improve internal office operations.

Confers with professional staff on office support and equipment needs and plans and organizes the work to provide efficient and timely support.

Assists in the recruitment and screening for a variety of entry level City positions, and assists professional staff in the completion of special projects and assignments.

Monitors written or performance tests in lieu of assigned Human Resources Analysts.

Assists in performing job analyses and salary surveys; maintains and updates job descriptions.

Contacts other agencies and other City departments for information relating to salaries, benefit programs and personnel practices and policies.

Prepares standard internal transfer and job opportunity announcements.

Participates in coordinating and administering City Training Programs, including developing training brochures, maintaining training calendars, registering, training, and assisting with preparation of event sites and course materials.

Attends labor management meetings with Human Resources Director; creates agenda packets and documents, scribes, and schedules meetings.

Maintains personnel files and other file management functions as related to duties utilizing Laserfiche (electronic filing system).

ESSENTIAL DUTIES (continued):

Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, multi-line telephones; and other department-specific equipment.

Provides training to lower-level and new staff as required.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of human resources in a public agency setting.

Policies and procedures related to recruitment, selection, classification, and compensation.

Principles related to benefits administration.

Modern office, administrative and secretarial practices and procedures, including the use of standard office equipment.

Applicable Federal and State laws, City Department, and Division regulations, codes, policies, and procedures.

Recordkeeping principles and procedures.

Computer applications related to the work.

Business letter writing and report preparation.

Basic arithmetic and statistical techniques.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Interpret, apply, and explain policies, procedures, and practices of personnel administration.

Review personnel documents for completeness and accuracy.

Plan effective recruitment, testing, and selection practices.

Perform technical human resources support work.

Review, balance, and reconcile employee benefit records.

Use specialized human resources software and databases; operate modern office equipment including computer and handheld equipment and software programs.

Perform technical, administrative, and secretarial support work with accuracy, speed, and under general supervision.

Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.

Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Learn, interpret, and apply administrative and departmental policies and procedures.

Prepare clear and concise reports, correspondence, and other written materials.

Maintain accurate and confidential personnel records.

Make accurate basic arithmetic, financial, and statistical computations.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical deadlines.

Respond to and effectively prioritize multiple phone calls and other requests for service.

Compose correspondence and reports independently or from brief instructions.

Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

Maintain attention to detail and accuracy while meeting critical deadlines.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Identify and take appropriate action when unusual operating problems occur.

Use English effectively to communicate in person, over the telephone, and in writing.

Understand written sentences and paragraphs in work-related documents.

Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain Confidentiality of work.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible experience in Human Resources office support activities involving modern office practices, procedures and equipment. A bachelor's degree may be substituted for the required experience.

Education:

Equivalent to an Associate of Arts degree in business administration, human resources management, office management, or a related field. Human Resources experience in addition to the required years may be substituted for the education requirement on a year for year basis.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball;

SPECIAL REQUIREMENTS (continued)

sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One year

774CS95

March, 1985

Revised: January 2002

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APP GROUP: 15

FPPC STATUS: Designated

FLSA STATUS: Non-Exempt