



HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including assisting with the recruitment, testing, and selection of staff, salary administration, medical insurance and benefit programs, and employee training and orientation; prepares, reviews, and distributes human resources information systems records; provides responsible technical and clerical support to professional staff in the Human Resources Department; assists in completing various human resources studies and reports; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a paraprofessional class responsible for performing the full range of technical work in all functional areas of human resources including recruitment, testing, and selection, classification, compensation and benefits administration, and employee training and orientation, in addition to performing a variety of record-keeping and administrative support duties. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Human Resources Analyst class in that the latter is a professional-level classification that performs the full range of complex analytical human resources work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Participates in the recruitment, testing, and selection of employees, including preparing advertisements and recruitment job flyers, assisting in coordinating recruitment processes, and scheduling and coordinating written performance tests and interviews; advertises, posts, and mails job bulletins; assists in proctoring examinations.
- Notifies candidates at all steps of the selection process, as assigned; processes employee pre-placement physical examination paperwork.
- Establishes and maintains employee personnel and benefits files and volunteer files.
- Coordinates background check process for required classifications; updates Department of Justice applicant clearance log.
- Utilizes the applicant tracking system; answers questions regarding open positions, application procedures, employment procedures, and basic salary administration practices; responds to requests for employment verification.
- Processes Personnel Action Forms (PAF's) involving terminations, resignations, promotions, and retirements; and processes and coordinates employee exits, including Consolidated Omnibus Budget Reconciliation Act (COBRA) paperwork.

- Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and worker's compensation.
- Enters benefit enrollment and changes into related databases.
- Administers I-9 program, including issuing forms to new employees, verifying eligibility of employment, completing, and signing off on forms, and DOT preemployment processing; and maintains related files.
- Conducts and coordinates orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
- Responds to employee and retiree questions and complaints and may interface with medical insurance providers and insurance representatives.
- Completes and processes workers' compensation reports in a timely manner; acts as liaison with workers' compensation carrier; assists employees and supervisors with workers' compensation-related questions, paperwork, and procedures.
- Prepares leave-of-absence paperwork and tracks Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA) time off.
- Maintains employee handbooks and human resources policies and procedures, under the direction of supervisory and management staff.
- Participates in special human resources projects and programs including training programs, open enrollment, and related events; coordinates and integrates program services and activities with other agencies and City departments.
- Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Provides general administrative support to the Human Resources function, including preparing correspondence, memoranda, and reports, performing data entry, and maintaining schedules and records.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files and records as appropriate.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of the human resources function in a public agency setting.
- Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record-keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Review documents for completeness and accuracy.
- Coordinate effective recruitment, testing, and selection practices.
- Maintain accurate and confidential human resources records.
- Review and reconcile employee benefit records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Respond to and effectively prioritize multiple requests for service.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth (12th) grade and two (2) years of increasingly responsible experience providing technical and administrative support to a full-service human resources program which included recruitment and selection and benefit administration.

Licenses and Certifications:

- None

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.