

HUMAN RESOURCES TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under direction, performs a wide variety of technical and paraprofessional duties involving the administration of the City's Human Resources system including in the areas of the City's benefit program, recruitment and selection, classification and compensation programs, and workers compensation functions; interprets and applies policies and procedures as well as state and federal regulations and collective bargaining agreements to ensure compliance; and performs a variety of general technical and clerical functions in support of assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of specialized technical duties in support of the City's Human Resources Department including in support of the City's benefit programs, recruitment and selection, classification and compensation programs and workers compensation functions.
2. Interact with City divisions, departments, staff, and the public in all matters related to the area of assignment; provide information and interpret and apply Human Resources policies and procedures
3. Coordinate all facets of the recruitment and selection process including but not limited to developing recruitment strategies, preparing job announcements, placing appropriate advertising, screening and rating applications, conducting tests, and scheduling, designing, coordinating, and facilitating the interview process.
4. Coordinate all aspects of the hiring process; initiate fingerprinting and schedule pre-employment physicals; prepare offer letter and personnel action forms; prepare and conduct new employee orientation.
5. Enroll employees in the City's retirement and insurance programs; answer questions regarding benefit programs; maintain required information on employee, dependent and retiree benefits.
6. Coordinate the performance evaluation process; send appropriate reminders; modify evaluation information for leaves, promotions, transfers and other changes; prepare appropriate personnel action forms; maintain an electronic tracking system for performance evaluations.
7. Set up and maintain complex personnel records; audit and supervise the processing of personnel action forms.
8. Conduct salary surveys and respond to requests from other agencies; calculate salary adjustments according to MOUs and other contracts or agreements; update salary schedules and prepare corresponding personnel action forms.

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9. Provide assistance with workers compensation and safety program; process claims, conduct follow-up with supervisors, prepare and distribute forms and documents and facilitate safety meetings.
10. Participate in and administer various programs including, but not limited to, the Service Award Program, Educational Incentive Program and DMV Pull Notice Program; prepare and maintain logs and records of program operations.
11. Organize, update and maintain a wide variety of resource information; monitor various reports and notices and follow up as necessary; scan and maintain data in computerized scanning system.
12. Perform a variety of general clerical support functions including receiving and processing mail, composing, typing and proofreading letters, forms and documents, and preparing reports.
13. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Principles, practices and theories of modern human resource management.
- Methods, practices, terminology, and procedures used in benefits administration.
- Principles and practices used in recruitment and selection.
- Applicable federal, state and local laws and regulations related to municipal human resource functions.
- Organization, procedures and operating details of the City.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles, practices, and procedures of business letter writing.
- Principles and procedures used in complex, inter-related record keeping.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Principles, practices, and procedures of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of customer service.
- Interpersonal skills using tact, patience, and courtesy.
- English usage, spelling, grammar, and punctuation.
- Oral and written communication skills.

Ability to:

- Perform a variety of technical support duties related to the human resource function involving the use of independent judgment and personal initiative in support.
- Perform a variety of technical duties related to employment, recruitment, and benefit administration.
- Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, ordinances, and MOUs.
- Understand the organization and operation of the Human Resources Department as necessary to assume assigned responsibilities.

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- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports including information related to the collective bargaining process.
- Distribute, screen, and evaluate employment applications.
- Use sound judgment in recognizing scope of authority.
- Respond to requests and inquiries from staff or the public.
- Prepare a variety of clear and concise reports.
- Independently compose and prepare correspondence and memoranda.
- Implement and maintain filing systems.
- Plan and organize work to meet schedules and changing deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Work independently and effectively in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Equivalent to completion of the twelfth grade supplemented by college level course work in human resources, business administration, psychology or a related field.

Experience:

Two years of increasingly responsible generalist experience in public personnel, human resources, or a related field.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.