



HUMAN RESOURCES TECHNICIAN

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general supervision, this position performs a variety of technical and administrative support duties related to the City's Human Resources programs, in areas related to recruitment and selection, employee orientation and open enrollment, health and welfare benefits, employee leave administration, Human Resources Information System (HRIS) and personnel records administration. This position also provides responsible office support and must maintain a high degree of independent judgment and personal initiative.

Classification Characteristics:

The Human Resources Technician is a full journey level confidential class that is expected to perform the entire range of duties within a framework of established procedures. This position works under general supervision and frequently works independently.

Essential Functions:

- Participate in the duties relating to the administration of the human resources and risk management functions.
- Perform confidential administrative duties related to human resources, recommend improvements in workflow, procedures and use of equipment and forms.
- Maintain personnel files and transactions such as new hires, promotions, transfers, performance reviews and terminations. Update Employee Management software.
- Assist with employment recruitments; screening and testing candidates for employment with the City. Answer inquiries regarding the recruitment process. Assist with the interview and selection process.
- Coordinate orientation for newly hired employees; explain benefit programs; photograph and create employee identification cards; process various new hire forms.
- Administer the City's Employment Eligibility Verification (I-9) records, including issuing forms to new employees, verifies eligibility for employment, completes and signs forms and maintain accurate records.
- Assist with the administration of the City's multi-tiered employee benefit programs such as retirement, short-term and long-term disability, health, dental, life, vision, employee assistance program and worker's compensation; enter benefit enrollment and changes into appropriate databases; maintain the benefit handbook and other related documents; reconcile monthly billings and assist with open enrollment.
- Administer Consolidated Omnibus Budget Reconciliation Act (COBRA) health insurance notifications and enrollment changes, submit notices and track election and changes in insurance premium payments.

- Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities.
- Maintain calendars of Human Resources activities, meetings and various events; coordinate activities and schedule appointments with other City departments, the public and outside agencies.
- Organize and maintain a complex and confidential records management program.
- Perform special projects and assignments as needed.
- Operate a variety of office equipment including a computer; assist with the maintenance of the applicant tracking software. Assist with updating Employee Blog and Human Resources intranet content.
- Type and proofread a wide variety of complex reports, letters, memoranda and statistical charts; type from rough draft or verbal instruction. Independently compose correspondence related to assigned responsibilities.
- May assist with risk management processing duties of workers' compensation claims and general liability claims.
- Understand and apply pertinent policies, procedures, laws and regulations.

Qualifications:

Knowledge of:

- Basic principles and practices of Human Resources administration including recruitment and selection, benefit administration
- Applicable Federal, State and local laws, codes and regulations
- Business letter writing and basic report preparation techniques.
- English usage, spelling, grammar and punctuation.
- Principles and procedures of filing and record keeping.
- Basic mathematics
- Modern office procedures, methods and computer equipment.

Ability to:

- Perform responsible administrative work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently prepare correspondence and memoranda.
- Type at a speed necessary for successful job performance.
- Work independently in the absence of supervision.
- Plan and organize work.
- Understand and follow verbal and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment and maintain confidentiality of critical and sensitive information, records and reports.
- Establish and maintain effective working relationships with those contacted in the course of work including the general public.
- Maintain physical condition, audio-visual discrimination and perception and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Three years of increasingly responsible administrative experience in a Human Resources office which includes maintaining confidential records and interpreting rules, policies and memorandum of understandings.

Training:

Equivalent to completion of the twelfth grade supplemented by specialized Human Resources or business related courses.

License or Certificate:

- Possession of a California Class C Driver's License.

Working Conditions:

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires reaching, twisting, grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries. Vision is required for written reports and work related documents. The need to lift and carry files and documents weighing up to 25 pounds is required.