



Human Resources Technician

Class Specification

Revised 9/23

Class ID: 400

Unit: CONF

Probation: 6 Months

FLSA: Non-Exempt

DEFINITION

Under supervision, provides complex and responsible technical and office support work in such areas as recruitment, selection, classification, compensation, benefits administration, workers' compensation, training and employee relations; provides responsible technical and administrative support to professional staff in the Human Resources Department; assists in completing various confidential human resources studies and reports; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

DISTINGUISHING CHARACTERISTICS

This is the journey level confidential class performing the full range of duties assigned with only occasional instruction or assistance as unique situations arise. Employees at this level are fully aware of the operating procedures and policies within the work unit and receive general supervision from an assigned supervisor.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Plan, develop, and participate in recruitment and selection procedures; design and prepare job announcements, write advertising materials and place ads; screen applications to determine that qualifications.

Prepare, schedule, administer, and proctor written and performance tests and oral interview process, and arrange for oral interview panels; brief oral interview assessors and may serve as an oral board member.

Compute scores, participate in setting of pass points and prepare and maintain eligibility lists; notify candidates at all steps of the selection process using a computerized applicant tracking system.

Prepare necessary paperwork for pre-employment process, new hires and separated employees; orient new employees and assist them in completing necessary payroll and enrollment forms.

Act as liaison between employees and insurance carriers to solve problems, research information and answer questions.

Explain and interpret Human Resources policies, procedures and practices, and related information to internal and external customers.

Perform data collection and review and prepare related reports.

Participate in administering various programs such as benefits, workers' compensation and employee relations.

Research and gather information and assist in preparing new and revised class descriptions.

Conduct special projects, as assigned, which may involve research, calculations, writing and other activities.

Prepare confidential correspondence and reports and maintain a variety of confidential files.

Prepare periodic and special reports regarding personnel activities.

Interpret and apply Federal, State, and local laws and regulations concerning human resources programs.

Perform a variety of responsible and detailed administrative and technical support work such as composing correspondence, processing confidential documents and forms, verifying employment, maintaining files, and receiving and screening visitors and telephone calls.

Build and maintain positive working relationships with co-workers, other City employees and the public.

May provide lead direction and work review for assigned clerical staff.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic public human resources administration practices and terminology.
- Standard office practices and procedures, including filing and the use of office equipment.
- Business English, including spelling, grammar and punctuation.
- Business arithmetic.
- Basic functions and structure of a municipal government.
- Applicable state and federal laws, rules and regulations.
- Current office equipment, computers, and software applications relevant to the position.

Skill or Ability to:

- Understand, interpret, apply and explain complex policies, procedures, laws and regulations.
- Assist in developing effective recruitment plans and selection procedures.
- Prepare clear, concise and effective written materials.
- Maintain accurate records and files.
- Research and compile technical information and prepare reports and recommendations.
- Exercise sound judgment within established guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Organize work, set priorities and meet critical deadlines.
- Type with sufficient skill to produce finished correspondence and enter data into a computer terminal.
- Use current office equipment, computers, and software applications relevant to the position.
- Maintain confidentiality of information.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

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

Possession of a high school diploma or equivalent, and three (3) years of progressively responsible human resources technical or administrative work. College level coursework is desirable.

License and Certificate:

Possession of a valid driver license and a satisfactory driving record throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. 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 sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

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.