



HUMAN RESOURCES TECHNICIAN

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION

Under the general direction of the Human Resources Analyst II, this classification performs a variety of responsible technical and office administrative human resources support functions, including assisting with recruitments, testing, benefits administration, worker's compensation, training, and special departmental programs; and assists in completing various human resources studies and reports. This position is in the Department Head/Unrepresented Unit and is at-will due to the confidential nature.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Provides information regarding recruitments, benefits, training programs, memorandum of understandings, salary administration, performance evaluations and related human resources processes to employees and the public;
- Assists in the recruitment process by preparing and distributing job announcements, creating job postings on CalOpps or other applicant recruitment and tracking systems, screens applications, and answers inquiries from applicants;
- Assists with the administration of the City's benefit programs including enrollments, plan changes and COBRA processing; answering employee inquiries regarding benefit coverage;
- Computes and verifies benefit eligibility, contribution changes, withdrawal changes and related benefit modification actions, balances and pays monthly claims for designated insurance benefits.
- Provides administrative support for meetings and training programs; prepares and distributes announcements, enrolls and tracks employee participation; coordinates meeting facilities;
- Organizes and maintains administrative, confidential, reference, and follow-up files; archive files as required;
- Process employee transactions through the PAF system such as appointments, promotions, pay increases, leaves, acting pay, and demotions;
- Responds to employee inquiries regarding benefit eligibility, policy questions and related concerns and assist employees in understanding benefit program and procedures;
- Prepares documents for the new hire orientation process;
- Keeps Human Resources information up to date and accurate on the City's intranet site;
- Manages the security card process;
- Maintains DMV pull-notice program, maintains DOT records, monitors drivers license expiration dates;
- Coordinates training, prepares learning materials, tracks participants, maintains training records;
- Maintains personnel, workers' compensation and general files;
- Enters worker's compensation claims into online system;
- Types a variety of correspondence, reports and other material for the department head and appropriate staff from rough drafts, handwritten material or other sources; independently composes correspondence;

- Provides information and assistance to a variety of interested parties, which are frequently of a confidential, sensitive, or technical nature; screens telephone calls and visitors;
- Compiles data for inclusion in reports and other documents for use by departmental staff; maintains complex department records, including confidential personnel and fiscal matters, orders office supplies;
- Process various vendor payments in a timely fashion;
- Performs other administrative duties as assigned.

QUALIFICATIONS

Knowledge of:

- Policies and procedures related to general human resources and benefits administration
- Basic employment, labor, benefits, performance management, recruitment, retention, and training principles and practices;
- Codes, regulations, policies, memorandums of understanding, and procedures related to work;
- Standards for analytical reports and complex employment laws and regulations;
- Standard office administrative and clerical practices and procedures, including filing and the operation of standard office equipment;
- Business letter writing and the standard format for reports and correspondence;
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications;
- Records management principles and practices;
- Basic business math;
- Techniques for dealing effectively with the public and City staff, in person, in writing and over the telephone.

Skill In:

- Providing varied and responsible clerical and administrative work requiring the use of independent judgment, tact, and discretion;
- Interpreting and implementing policies, procedures, technical processes, and computer applications related to the department;
- Performing basic research and preparing reports and recommendations;
- Composing correspondence and reports independently or from brief instructions;
- Establishing and maintaining a records management system for the department;
- Making accurate arithmetic and statistical calculations;
- Using English effectively to communicate in person, over the telephone, and in writing;
- Using initiative and independent judgment within established policy and procedural guidelines;
- Organizing own work, setting priorities, meeting critical deadlines, and following-up on assignments with a minimum of direction and with frequent interruptions;
- Taking a proactive approach to customer service issues;
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

- Work independently and make decisions on work priorities and procedural matters with only limited direction received;

- Maintain confidentiality and exercise sound judgment in dealing with sensitive issues;
- Maintain accurate and complete records;
- Foster cooperative working relationships with staff and elected officials.

Education and Experience:

Equivalent to graduation from high school and two years of office support experience, which has included explaining procedures and regulations, preferably in a public agency setting. Possession of a Bachelor's Degree or technical training in human resources, paralegal, management, organizational psychology, public administration or a closely related field. Experience in a human resources or related field is highly desirable. Education may be substituted for experience on a year-for-year basis.

Licenses:

Possession of a valid class C California driver license and have a satisfactory driving record

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

- Ability to sit for long periods of time at a desk; stand and walk for moderate periods of time; and crouch/stoop/squat occasionally;
- Ability to speak read and write correct English; hear phones and normal conversations; receive instructions; and remain calm during difficult situations.

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HUMAN RESOURCES TECHNICIAN
DEPARTMENT HEAD
NON-EXEMPT
REVISED: DECEMBER 2016