

HUMAN RESOURCES TECHNICIAN

DEFINITION

To perform varied technical duties in Human Resources program areas including recruitment and selection, and benefits administration; to assist with conducting studies and special projects; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Human Resources Technician class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist with coordination of selection processes; draft job announcements, rating sheets, recruitment advertisements and written correspondence; schedule and facilitate interviews; prepare interview materials.

Provide information to City employees and external customers regarding a variety of Human Resources policies, procedures and practices, and City benefits plans.

Process payroll changes and benefit enrollments for employees and retirees according to established policies and procedures and Memoranda of Understanding.

Assist professional staff in performing and conducting studies, special projects, and other administrative and technical functions.

Establish and maintain filing and reporting systems; maintain mandated records as required by law.

Assist with open enrollment and recordkeeping; process payments and reconciles monthly premiums.

Act as liaison between employees and benefits providers.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Theories, principles and practices of public sector human resources administration.

Methods and practices of recruitment and selection.

Basic benefits administration.

Human Resources Information Systems programs related to area of assignment.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Perform a variety of technical duties in support of the recruitment and selection, and benefits administration functions.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Process a variety of employee transactions, using relevant software programs and/or databases.

Schedule and facilitate recruitment activities including interviews, written exams, and/or performance exams.

Compose job announcements, recruitment advertisements, and correspondence directed to applicants and/or employees.

Maintain accurate and detailed records; develop, implement and maintain various data collection, reporting, and filing systems.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Two years of responsible technical human resources experience.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in human resources or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Established: February 2019

FLSA: Non-Exempt