



June 2008

## **HUMAN RESOURCES TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including coordinating the recruitment, testing, and selection of staff and assisting with salary and benefits administration and employee relations; prepares, reviews, and distributes personnel and human resources information systems records; handles confidential and sensitive matters relating to all aspects of the human resources function; provides responsible technical support to professional staff in the Human Resources Department; assists in completing various personnel studies and reports; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Principal Human Resources Analyst. Exercises no direct supervision of staff. May provide technical and function direction to lower-level staff.

### **CLASS CHARACTERISTICS**

This is an experienced paraprofessional and technical class in the Human Resources Department responsible for performing the full range of technical work in all of the following areas: recruitment, testing, and selection, classification, compensation and benefits administration, and employee relations, in addition to performing a variety of record keeping, administrative, and technical support activities in the human resources function. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff, public, and organizational contact. This class is distinguished from the Human Resources Analyst class series by the latter's supervisory authority in planning, organizing, and directing the full scope of operations of the assigned function, requiring a four-year degree.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assists departments and professional staff with the recruitment and selection process, including writing job announcements and advertisements; identifying recruitment markets; screening employment applications; designing and implementing schedules; coordinating interview panels, providing information and guidance to applicants, managers and supervisors; generating eligibility lists of qualified candidates; notifying candidates at all steps of the selection process; coordinating employee pre-placement physical examinations for newly hired employees; conducting reference checks to obtain additional candidate information; maintaining affirmative action data; establishing and maintaining recruitment files.
- Conducts internal and external compensation and classification surveys; provides information related to classification and compensation to other jurisdictions, City employees, and the public.

- Develops and maintains the Human Resources Information System (HRIS); establishes and maintains position control; maintains applicant tracking information and reports.
- Assists with the employee benefit program by providing basic benefit data to employees; assists employees in resolving issues and problems with employee benefit providers; coordinates employee orientations; prepares benefit packets.
- Provides statistical and research assistance to professional staff involved in classification, compensation, employment and labor relations functions; compiles and analyses information including work measurement, statistical, and labor contract data.
- Assists in writing employee newsletter.
- Prepares payroll input for personnel data changes; works with payroll staff to ensure accurate and timely personnel data changes.
- Provides general administrative support to the Human Resources function, including preparing correspondence, memoranda and reports; performing reception functions; processing mail; ordering supplies and preparing accounts payable documentation; performing data entry; maintaining schedules and records.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of human resources in a public agency setting.
- Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
- Methods, techniques, and practices of data collection and report writing.
- Business letter writing and standard writing practices for correspondence and reports.
- Applicable Federal, State, and local laws, codes, and regulations.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Make accurate arithmetic and basic statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

- Interpret, apply, and explain applicable Federal, State, and local laws, codes, and regulations, policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Plan effective recruitment, testing, and selection practices.
- Maintain accurate and confidential human resources records.
- Review, balance, and reconcile employee benefit records.
- Perform technical and paraprofessional human resources support work.
- Independently compose correspondence and reports.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
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**Education and Experience:**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by college-level coursework in human resources and/or labor relations and three (3) years of technical human resources support experience.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

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.