

HUMAN RESOURCES TECHNICIAN SERIES

Definition:

Under general supervision performs a variety of sensitive, confidential, technical and monitoring tasks in support of human resources operations including recruitment and selection, benefits administration, and classification and compensation; assists in completing various human resources studies and reports; maintains the Human Resources Information System (HRIS) and personnel files and performs related work as required.

Class Titles

Human Resources Technician I
Human Resources Technician II

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Prepares and updates job announcements and supplemental applications.

Schedules applicant interviews and obtains and assists with briefing interview raters.

Verifies interview rating form numbers, calculates interview and other scores and prepares employment eligibility lists.

Inputs confidential personnel data into the HRIS as appropriate; updates/maintains HRIS and other records and maintains employee personnel files.

Acts as systems administrator for the HRIS and develops, maintains and updates a variety of personnel related on-line forms.

Responds to questions from employees and the public related to general personnel and recruitment/selection matters.

Conducts and coordinates onboarding for newly hired employees; orients new employees as to applicable benefits, policies and rules.

Operates a personal computer and applicable software to produce a variety of correspondence, reports and other material independently.

Compiles, checks, assembles and records information related to collective bargaining.

Tracks and monitors probationary review and step increase eligibility data.

Receives and checks a variety of forms, requests and enrollment documents for accuracy, appropriate signatures and overall completion.

Responds to requests for information from other agencies and the public to include employment verifications.

Provides a variety of assistance to other Human Resources staff members and to related departmental projects/activities.

Assists with open enrollment periods, the processing of deduction changes and survey responses/data gathering.

Assists in monitoring interview and testing processes to include on-site ability/performance tests.

Interprets and applies employee agreements and CalPERS regulations as they relate to human resources.

Assists in staffing the Human Resources public counter.

May be assigned responsibility of conducting full recruitment under the direction of management staff.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Provides direction to clerical staff as needed.

Lifts and moves boxes of files weighing 30 pounds or less.

Class Characteristics:

Human Resources Technician is a multi-incumbent confidential class in the Human Resources Department with duties specifically related to file maintenance and data base systems for employee/employment records and recruitment/selection activities. The Human Resources Technician I is the entry level. An incumbent at the I level has sufficient ability and knowledge to perform substantially all the duties and responsibilities of the position and, over time, is expected to gain the additional work experience and skills needed to progress to the II level. Human Resources Technician II is the journey level in the series. A Human Resources Technician II is distinguished from the lower level by the II's performance of more complex and difficult duties involving the exercise of a greater degree of responsibility, independent judgment and initiative including supporting and training a Human Resources Technician I.

Upon gaining the necessary knowledge, skills and experience, as well as a current performance rating of "Exceeds Expectation" or better, and at least one year at the top step of the range for Human Resources Technician I, an incumbent at this level may be advanced to Human Resources Technician II upon approval of the City Manager.

Contacts and Relationships:

The Human Resources Technician has substantial interaction with current and prospective employees. Additional contact is established and maintained with City employees responsible for processing personnel related data in other departments/divisions. Additional contact will occur with other agencies and the public.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.

Industry related software such as CalPERS and NeoGov.

Human Resources office functions, methods and procedures.

Basic employee benefits and insurance procedures and processes.

Business letter and report writing.

Methods and practices of financial, statistical, office and general recordkeeping/reporting to include filing and indexing methods.

English usage, spelling, grammar and punctuation.

Modern office practices, methods, and computer equipment and applications related to the work.

Techniques for providing a high level of customer service.

Business math.

AND

Ability to:

Learn, interpret, apply and explain personnel related policies, rules and regulations.

Administer and maintain Human Resources related software and systems including data input and report generation.

Use English effectively to communicate in person, over the telephone, and in writing; prepare comprehensive written reports and routine correspondence.

Review human resources documents for completeness and accuracy.

Administer effective recruitment, testing, and selection practices.

Maintain accurate and confidential human resources records.

Organize work, adhere to multiple deadlines and handle multiple projects.

Use independent judgment and initiative.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Correctly interpret and tactfully explain City payroll policies and procedures and conduct sensitive personnel related research.

Operate modern office equipment including computer equipment and applicable and specialized software.

Maintain computerized and manual files and records.

Understand and carry out oral and written instructions.

Deal effectively with prospective and current employees and maintain the confidentiality of sensitive information.

Meet the public with courtesy and tact.

Read and write at the level required for successful job performance.

Make accurate mathematical calculations.

Handle job stress and maintain composure.

Education and Experience:

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

Graduation from high school supplemented by some completed course work from an accredited college or university in human resources, business administration or a related field.

AND

Two years of responsible experience at a level equivalent to Clerical Assistant III or higher to include substantial public, employee or customer contact work as well as experience in a personnel related/human resources setting and some employee recruitment/selection experience.

Special Requirements Include:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs.

Must type accurately at a speed which will enable successful job performance.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed primarily in an office environment. Some work is performed on-site observing physical ability testing. Office work requires sitting for periods of time and use of a computer keyboard and screen. The incumbent drives a vehicle on City business, stands, walks and may reach, bend, twist, crouch and kneel, grasp, push, pull, drag and lift and move boxes of files and records weighing 30 pounds or less. When performing on site work an incumbent may stand and walk on slippery/uneven surfaces or slopes. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

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