

Position: Human Resources Technician	Management
Department/Site: City Hall	FLSA: Exempt
Evaluated by: Human Resource Manager	Salary Grade: 133

Summary

Under general supervision, performs a variety of responsible paraprofessional, technical and administrative activities in support of the City's human resource management programs; provides technical assistance to human resource staff, applicants and employees in the daily procedural and administrative functions of a human resource program; researches, compiles and summarizes data in support of labor negotiations; initiates and prepares personnel actions; answers and refers questions and inquiries; serves as part of the risk management team in dealing with worker's compensation; and performs related duties as assigned.

Distinguishing Career Features

The Human Resources Technician is responsible for providing technical and administrative support to recruitment, selection, labor/employee relations, employee development, site team, classification, compensation, benefits, worker's compensation, and affirmative action activities, or other specialty areas of human resources programs. Positions assigned to this class receive training in the policies, procedures and techniques used. After training, positions assigned to this class are expected to make routine decisions consistent with the appropriate policies, procedures and techniques of human resource functions. Supervision is received from a higher-level human resource professional that reviews work for accuracy, technical adequacy and timeliness both while in progress and upon completion.

Essential Duties and Responsibilities

- Provides confidential administrative support to the Human Resource department; types and drafts memoranda, correspondence, reports, contracts, agreements, forms, manuals, technical reports, public announcements and other documents ranging from routine to complex in support of employment, labor negotiations, and related functions.
- Provide Human Resources related information to the public and employees. Explain recruitment process to job applicants. Coordinate candidate communication and interviews.
- Process a variety of invoices, applications, and purchase orders. Track, maintain, and administer payments for employee benefits including worker's compensation.
- Researches, responds to, or refers employees' questions about personnel policies and procedures.
- Maintains and updates information for personnel and subject matter files, ensuring proper treatment of confidential or private information.
- Performs general data entry such as, but not limited to, updating of mailing lists used for recruiting, assembling data and information for surveys and reports.

- Performs specialized data entry for updating payroll and biographic information contained in human resources information systems.
- Prepares and distributes position vacancy announcements. May create for review and approval, vacancy advertisements to newspapers and periodicals. Coordinates posting of position vacancies on web sites and to other entities.
- Accepts and processes job applications for recruited positions. Examines application packages for completeness and required information, including, as appropriate, transcripts. Enters demographic data onto a computer-aided file for applicant tracking, ensuring up-to-date information on applicants and deleting outdated information.
- Assembles applications, supporting materials, and interview/rating guides for selection committees. Communicates with candidates on logistics.
- May be required to administer and score skill and other tests taken by job candidates. Uses established scoring templates and/or guides.
- Follows through with job applicants, contacting successful candidates for interviews, and corresponding by letter with those not receiving interviews.
- Receives and processes pre-employment supplemental information requests such as background checks, and pre-employment drug tests. Enters information onto a human resources database.
- Provides employment and general information about the City to prospective job applicants. Responds by letter to inquiries of persons interested in employment, compiling and forwarding special request information as requested.
- Receives, processes, and/or forwards to the appropriate source, employee information updates such as, but not limited to benefits, dependents, status changes, or other personnel changes.
- Responds to requests for salary and benefit survey data; conducts salary and benefit surveys; contacts comparable employers or searches websites to obtain data; and summarizes data.
- Reads, understands and applies labor contracts and human resources rules and policies, responds to routine questions.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires a basic knowledge of generally accepted human resource practices, including fair employment practices and laws. Requires a basic knowledge of the features of job classification, compensation, and employee benefit plans. Requires demonstrated skills at using a personal computer for word processing, tabulating data on spreadsheets, accessing and entering data onto relational databases, verifying numerical and demographic information, and entering information onto established data entry screens.

Requires sufficient human relation skills to convey technical concepts to others, exercise patience in working with a diverse customer base, to deal with sensitive and confidential information, to give instructions, and to facilitate discussions with individuals. Requires sufficient math skills to compute sums, averages, ratios, products, and quotients. Requires sufficient language, grammar, and writing skill to prepare professional correspondence.

- **Abilities**

Requires the ability to carry out all aspects of the position. Requires the ability to learn, apply and interpret the policies, procedures, techniques, and rules governing human resources management. Requires the ability to achieve harmony and cooperation in communications with others. Requires the ability to prepare professional correspondence for routine communications with insiders and outsiders. Requires the ability to learn and interpret provisions of collective bargaining agreements. Requires the ability to maintain up-to-date files and ensure security and privacy of human resources information. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as a contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

- **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary. Requires ambulatory ability to sit, often for long periods of time, and move to campus locations on an occasional basis. Requires the near visual acuity to read printed materials and microcomputer screen. Requires auditory ability to carry on conversations in person and over the phone. Requires the ability to retrieve work materials. Requires manual and finger dexterity to write and keyboard at an acceptable rate and operate microcomputer, and other office equipment, almost constantly requiring repetitive motions.

- **Education and Experience**

The position requires a High School diploma or equivalent GED plus one year of post-secondary course work in human resources environment or related area and 3 years of progressively responsible experience in human resources. Any combination of training and experience which provides the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be through college level training in human resources management or public administration and experience in human resources administration, preferably in the public sector

- **Licenses and Certificates**

May require a valid driver's license. Requires the ability to become a Notary Public within a reasonable amount of time.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.