



Established: April 2019
Reclassified to I/II: July 2023
FLSA: Non-Exempt

HUMAN RESOURCES TECHNICIAN I/II

DEFINITION

Under supervision from Human Resources Manager, Provides a wide variety of confidential , technical and complex activities, and office administrative human resources support functions, researches and interprets contracts and policy documents and reviews and complete benefit enrollment transactions, assist with the recruitment, testing, and selection of staff, salary administration, insurance , and coordination of employee training and orientation; prepares, reviews, market surveys and distributes human resources information systems records; provides responsible technical and clerical support to professional staff in the Human Resources Department; assists in completing various human resources studies and reports; establishes and maintains a variety of technical and confidential office records and files, Provides information and assistance to the public and employees regarding services and activities of the human resources department. and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Manager. Exercises no supervision of staff.

DISTINGUISHING CHARACTERISTICS

Human Resources Technician I is the entry level class in the Human Resources Technician series. Under supervision, within a framework of established policies and procedures, incumbents learn and perform routine technical administrative human resources tasks. And are expected to become proficient in all duties and responsibilities of the human resources II level overtime. Assignments are given in specific terms and are subject to review by the Human Resources Manager while in progress and upon completion. Areas of responsibilities include; recruitment, testing, and selection, , and benefits administration, and employee orientation, in addition to performing a variety of record-keeping, administrative, and technical support activities. This classification is distinguished from the Human Resources Technician II, in that the latter is a journey-level classification that performs a full range of confidential administrative and clerical support duties of average complexity and exercises a moderate degree of judgment within established standards. This classification is further distinguished from the experienced, journey level Human Resources Technician II class by the routine nature and limited complexity of work assignment and the level of supervision received. Positions at this level receive instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit The Human Resources Technician I and II classifications are flexibly staffed. Upon recommendation of the Human Resources Manager and approval by the City manager, incumbents in this class may advance to the Human Resources Technician II classification after a minimum of two (2) years at the first level and with demonstrated proficiency to meet the requirements of the Human Resources Technician II classification.

Human Resources Technician II is a journey level class in the Human Resources Technician series Under general supervision, within a framework of established policies and procedures, the incumbent will perform full range of confidential technical and administrative duties for a variety of human resources programs,

which require significant knowledge of the city and departmental policies, procedures, and practices, advanced clerical skills, and familiarity with federal and state laws and statutes. Assignments are given in general terms and are subject to review upon completion by the Human Resources Manager. There is a significant amount for independent judgment and action in some areas of work.

This classification is distinguished from the entry-level Human Resources Technician I by the complexity of work assignments, the potential impact of error, and the level of independence with which assignments are performed and the level of supervision received.

EXAMPLES OF TYPICAL 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.

- Participates in the recruitment, testing, and selection of employees, including preparing advertisements and recruitment job flyers, assisting in coordinating recruitment processes, and scheduling and coordinating written performance tests and interviews; advertises, posts, and mails job bulletins; assists in proctoring examinations; constructs rating notebooks; prepares and sends rater confirmation materials and thank you letters.
- Schedules and coordinates selection processes; obtains raters for selection panels and arranges interviews involving employees and other parties.
- Notifies candidates at all steps of the selection process, as assigned, processes employee pre-placement physical examination paperwork.
- Establishes and maintains employee personnel and benefits files and volunteer files.
- Coordinates background check process for required classifications, updates Department of Justice applicant clearance log.
- Utilizes the applicant tracking system; answers questions regarding open positions, application procedures, employment procedures, and basic salary administration practices; responds to requests for employment verification.
- Processes Personnel Action Forms (PAF's) involving terminations, resignations, promotions, and retirements.
- Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and worker's compensation.
- Enters benefit enrollment and changes into related databases.
- Administers I-9 program, including issuing forms to new employees, verifying eligibility of employment, completing and signing off on forms, and maintaining accurate files.
- Conducts and coordinates orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits; photographs and creates employee identification cards.
- Processes employee exits, including Consolidated Omnibus Budget Reconciliation Act (COBRA) paperwork.
- Responds to employee and retiree questions and complaints and may interface with medical insurance providers and insurance representatives.
- Interprets and applies Federal, State, and local laws and regulations concerning human resources programs.
- Maintains employee handbooks and human resources policies and procedures, under the direction of supervisory and management staff.
- Attends labor management meetings with management staff and takes notes.
- Participates in special human resources projects and programs including training programs, open enrollment, and related events; coordinates and integrates program services and activities with other agencies and City departments.

- Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Provides general administrative support to the Human Resources function, including preparing correspondence, memoranda, and reports, performing reception functions, processing mail, performing data entry, and maintaining schedules and records.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Assists in conducting market surveys of compensation, benefits, personnel policies, and practices; responds to requests for related information from other agencies.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Basic principles and practices of the human resources function 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 basic report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record-keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- work independently and exercise sound judgment within established guidelines; use tact and discretion in dealing with employees and the public; maintain strict confidentiality; organize, coordinate, and prioritize a variety of assignments with varying deadlines; work effectively under pressure with frequent interruptions.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection practices.
- Maintain accurate and confidential human resources records.
- Review and reconcile employee benefit records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.

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- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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:

Human Resources Technician I

Education: Satisfactory completion of high school or the equivalent. Specialized Human Resources training is preferred.

Experience: Three years of clerical employment, including public contact and preferably including experience related to Human Resources, technical activities or directing the work of others. Related college training may substitute for experience provided there is at least one year of Human Resources, clerical or secretarial employment.

Human Resources Technician II

Education: Equivalent to an associate degree in human resources management, business or public administration, or a related field, and two (2) years of technical human resources support experience in a public agency setting.

Experience: Four years of clerical employment, including public contact and preferably including experience related to Human Resources, technical activities or directing the work of others. Related college training may substitute for experience provided there is at least two years of Human Resources, clerical or secretarial employment.

Licenses and Certifications:

- The ability to convey oneself to and from multiple geographic locations timely or possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of a Human Resources Certification through either HR Certification Institute (HRCI) or the Society for Human Resource Management (SHRM) is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; 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 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 up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

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