

# HUMAN RESOURCES TECHNICIAN I/II/SENIOR

Approved: December 2020

FLSA: Non-exempt

Unit: Unrepresented Management



<b>Definition</b>
Under supervision, performs a variety of specialized duties in support of the City's Human Resources Division; provides assistance to employees in completing forms; assists in the recruitment and selection process; establishes and maintains personnel files; and performs related work as required.
<b>Supervision received and exercised</b>
The Human Resources Technician I receives immediate supervision from assigned management and supervisory staff. Exercises no supervision of staff.
The Human Resources Technician II receives general supervision from assigned management and supervisory staff. Exercises no supervision of staff.
The Senior Human Resources Technician Receives general supervision from assigned management and supervisory staff. Exercises lead supervision over technical and clerical staff, volunteers, temporary staff or contractors.
<b>Class characteristics</b>
<b>HUMAN RESOURCES TECHNICIAN I</b> This is the entry-level class in the Human Resources Technician series. Under close supervision, incumbents perform a variety of specialized technical support within the Human Resources Department. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.
<b>HUMAN RESOURCES TECHNICIAN II</b> This is a journey-level class responsible for performing the full range of specialized technical support within the Human Resources Department. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level 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. This class is distinguished from the Senior Human Resources Technician in that the latter assumes lead responsibilities, performs more complex tasks with a greater degree of independent judgment, and has responsibility for special projects.
<b>SENIOR HUMAN RESOURCES TECHNICIAN</b> This is an advanced journey-level class in the Human Resources Technician classification series responsible for performing the full range of specialized technical support and lead responsibilities within the Human Resources Department. Responsibilities include regularly working on tasks that are varied and complex and problem-solving complex issues. Incumbents are expected to work independently and regularly exercise judgment and initiative. Positions at this level require considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the work performed. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products.  This class is distinguished from the Management Analyst in that the latter performs professional, analytical work in recruitment, benefits, employee relations and labor relations, and classification and compensation.
<b>Examples of typical job functions (illustrative only)</b>
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. <ul style="list-style-type: none"><li>• parameters set for public administration entities.</li><li>• Maintains the conference room request calendar.</li><li>• Assists with various recruitment processes, including creating brochures, posting of job announcements, communicating with applicants, setting up interviews, and proctoring of assessments.</li><li>• Generates HR-related payroll reports and distributes to departments; works with the Finance Division on HR-related payroll adjustments.</li></ul>

- Assists with enrolling and updating employees' insurance, flexible spending accounts, deferred compensation, union dues payments, CalPERS retirement and other payroll deductions; responds to employee questions and explains payroll deduction purpose and calculation method;
- Enters employee information into CalPERS database and ADP payroll system.
- Prepares and submits bills to Finance for payment including invoices for benefits premiums and claims, and services such as fingerprinting, training, and legal consultation; prepares check requests and sends out checks.
- Assists with facilitating employee development and benefits activities, such as open enrollment, wellness fairs, trainings, and other employee events
- Composes and types general correspondence and other materials; working with supervisor and/or analysts, may develop new departmental personnel forms and procedures to improve efficiency and/or comply with new personnel policies and regulations.
- Receives and sorts incoming mail and faxed documents; distributes to appropriate individuals.
- Maintains basic office supplies and forms for the division; reviews inventory and procures supplies consistent with City policies and procedures.
- Assists with general human resources projects in a variety of subjects.
- Maintains sensitive and confidential information.
- Performs other duties as assigned.

### Qualifications

#### Knowledge of

- The various basic functions of a human resources department and some knowledge of human resources laws, methods and concepts as they related to assigned work.
- Forms and processes used in human resources program administration. Principles and practices of employee orientation and the information presented to new employees.
- Forms and reporting requirements for various health and retirement programs.
- Practices and methods of office administration.
- Methods and techniques of developing recruitment brochures.
- Methods and techniques of proctoring testing processes.
- Basic principles of mathematics.
- Applicable federal, state and local laws, codes and regulations.
- Methods and techniques for complex record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

The Human Resources Technician II will demonstrate the following in addition to the above:

- Be familiar with and apply human resources best practices and federal, state, local laws and regulations affecting human resource administration and management.

The Senior Human Resources Technician will demonstrate the following in addition to all of the above:

- Human Resources and payroll database record keeping systems. FLSA and other labor related laws.

#### Ability to

- Provide specialized clerical support to various human resources programs.
- Review and process benefits and retirement related forms.
- Generate specialized reports for use by division staff and departments.
- Deal tactfully and courteously with the public, in person and by telephone.
- Learn applicable City human resources policies and procedures in a timely manner.
- Use sound judgment in following and applying appropriate regulations, policies and procedures.
- Perform detailed office support work quickly and accurately.
- Perform basic mathematical calculations quickly and accurately.
- Read, interpret and record data accurately.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Deal with sensitive and confidential issues with tact and diplomacy.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.

- Operate a variety of office equipment, including computer equipment and specialized software programs relevant to work performed.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

The Human Resources Technician II will demonstrate the following in addition to the above:

- Perform difficult, complex technical and administrative work involving the use of independent judgment, initiative and accuracy.
- Identify opportunities for greater effectiveness and recommend best practices.
- Develop and run reports.
- Ensure compliance in area of assignment.

The Senior Human Resources Technician will demonstrate the following in the addition to the above:

- Problem-solve unique issues or increasingly complex problems without precedent and/or structure.
- Work independently.

#### **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 completion of the twelfth (12th) grade
- Human Resources Technician I: Two (2) years of specialized technical experience in support of a Human Resources environment.
- Human Resources Technician II: Three (3) years of specialized technical experience in support of a Human Resources environment.
- Senior Human Resources Technician: Four (4) years of specialized technical experience in support of a Human Resources environment or two years of experience as a Human Resources Technician II.

#### **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 and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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.

#### **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.