

HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, prepares, coordinates, and/or administers human resources related procedures, including, but not limited to leave tracking, terminations, salary increases, eligibility statuses, TB expiration clearances, and required trainings; receives, reviews, and processes documentation for all new, promotional, and separated employees; inputs appropriate information into the County Office's human resources and payroll systems and related databases; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical administrative support duties for the Human Resources department. Positions at this level exercise judgment and initiative in their assigned tasks, 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.

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.

- Prepares, coordinates, and/or administers human resources related procedures, including, but not limited to leave tracking, terminations, salary increases, eligibility statuses, TB expiration clearances, and required trainings.
- Receives, reviews, and processes documentation for all new, promotional, and separated employees; inputs appropriate information into the Office's human resources and payroll systems and related databases including for leave tracking and seniority status adjustments; schedules any required trainings as needed; coordinates and communicates with other departments as needed.
- Researches, compiles, and processes documentation related to employee salary increases including longevity; updates appropriate systems and maintains records.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Collects, maintains, and compiles information and data, using spreadsheets and other software; prepares a variety of specialized reports and information on a scheduled and as requested basis, including maintaining salary schedules.
- Provides information and general assistance to staff and the public regarding personnel rules, policies, and procedures.

- Maintains a variety of databases, files, and records related to the human resources and payroll systems; reconciles transactions and data as directed; records changes and resolves differences, maintains the accuracy of the records and files.
- Performs related administrative support work as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

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 supplemented by college-level coursework or specialized training in human resources, business administration, public administration, or related field; and
- Two (2) years of experience performing human resources related support work.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles and practices of public human resources administration.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematic principles.
- Principles and practices of record keeping and records management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County Office staff.
- The 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, including computers and software programs relevant to work performed.

Ability to:

- Gather and compile information from a variety of sources.
- Review human resources documents for completeness and accuracy.
- Perform detailed human resources office support work accurately and in a timely manner.
- Make accurate arithmetic calculations.

- File and maintain automated and hardcopy records with accuracy.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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 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 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 10 pounds.

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 divisional policies and procedures.