

COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASS TITLE: PERSONNEL TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Human Resources or designee, the Personnel Technician performs a wide range of administrative, technical, and specialized support duties for the Human Resources Department. This position focuses on ensuring efficient operations by relieving the Director of Human Resources of administrative and clerical tasks. Responsibilities include substitute staffing and training, credentialing support, recruitment processes, employee data maintenance, and other Human Resources functions. The role requires maintaining confidentiality, fostering positive work relationships, and providing exceptional service to employees, substitutes, and external stakeholders.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform varied, responsible, and confidential administrative support duties to assist the Director of Human Resources and ensure smooth departmental operations.

Manage the Director's calendar, schedule meetings, and coordinate appointments, ensuring effective time management.

Coordinate the flow of communications for the department, including responding to inquiries and requests from employees, substitutes, and the public.

Receive and process substitute requests to ensure adequate staffing coverage for employee absences; contact and arrange for substitute personnel, including emergency replacements.

Maintain the substitute system, update substitute profiles, and monitor absences to ensure proper staffing levels.

Facilitate substitute training sessions to ensure compliance with district standards and expectations. Provide credentialing support to employees, including assisting with credential applications, renewals, and compliance monitoring.

Assist with recruitment activities, including preparing job postings, interview packets, and scheduling interviews.

Assist with the onboarding process for new employees, including preparing new hire paperwork, coordinating orientation sessions, ensuring compliance with onboarding requirements, and providing support to new hires during their transition into the organization.

Input and maintain accurate employee information in the district's Human Resources systems and databases.

Serve as an informational resource to employees, job applicants, and the general public, providing guidance on district policies, procedures, and requirements.

Assist in the planning and facilitation of staff training sessions related to Human Resources operations.

Draft, proofread, and format correspondence, reports, spreadsheets, and other documents for the department.

Monitor and manage departmental budgets, including processing purchase orders and verifying availability of funds.

Organize and facilitate departmental meetings, including preparing agendas, taking minutes, and distributing summaries.

Develop and implement office procedures to ensure timely and efficient operations; create forms and templates to facilitate workflow.

Communicate with district personnel, partner agencies, and external stakeholders to exchange information, coordinate activities, and resolve issues.

Monitor and maintain inventory of office supplies, ensuring timely reordering and availability. Support social media and newsletter submissions related to Human Resources activities and initiatives.

OTHER DUTIES:

Assist other programs and departments as needed

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Human Resources functions, policies, and procedures.

Substitute systems, credentialing requirements, and compliance standards.

District organization, operations, policies, and objectives.

Budget management and record-keeping techniques.

Applicable federal, state, and district regulations and requirements.

Current office practices, procedures, operation of assigned software and equipment.

Customer service practices and public relations techniques.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Methods for collecting, organizing, and analyzing data.

Business letter and report writing, editing, and proofreading

Telephone techniques and etiquette.

Applicable laws, codes, regulations, policies, and procedures.

Planning and coordination of activities and events.

Interpersonal skills using tact, patience, and courtesy.

Methods of collecting and organizing data and information.

Basic mathematics.

ABILITY TO:

Maintain confidentiality of sensitive information.

Prioritize tasks, meet deadlines, and manage multiple responsibilities in a fast-paced environment.

Perform a variety of technical and administrative duties in support of Human Resources operations as well as relieving the Director of clerical tasks.

Coordinate substitute assignments and maintain substitute system records.

Understand and apply credentialing procedures and compliance requirements.

Operate a variety of office equipment, including computers and assigned software.
Establish and maintain cooperative and effective working relationships with others.
Work independently and exercise initiative within clearly defined guidelines.
Compile, verify, and analyze data to prepare reports and ensure accuracy.
Plan and coordinate meetings, events, and other departmental activities.
Answer telephones and greet the public courteously.
Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Required: Associate's degree in Human Resources, Business Administration, Public Administration, or a related field or 60 college units, and a minimum of (3) three years of administrative/clerical work experience, which must include at least (1) one year of direct experience in Human Resources.

Desired: Bachelor's degree or higher in Human Resources or related field. Experience working for a JPA, ROP, or School District. Experience managing an Absence Management system and sub-calling. Experience with CTE credentialing.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment with frequent interruptions.
May require occasional travel to various locations for work-related tasks.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard and office equipment.
Sitting or standing for extended periods.
Hearing and speaking to exchange information in person and on the telephone.
Seeing to read and analyze a variety of documents and information.
Bending at the waist, kneeling, or crouching to file materials.