

HUMAN RESOURCES TECHNICIAN

PURPOSE: Perform a variety of paraprofessional, technical and administrative activities in support of the human resources office operations.

Positions in this class perform advanced paraprofessional work to assist professional staff. Serve as liaison between Human Resources and line departments, employees and applicants in navigating various human resources processes. Work requires independent judgment and decision-making, with assistance from professional staff as necessary.

FUNCTIONAL AREAS:

1. Assist with benefits administration.
 - * A. Coordinate and conduct benefit orientations; process plan enrollments, changes and terminations.
 - * B. Process disability and other leaves, including gathering required data, communicating with involve parties and tracking utilization; refer difficult cases to the Employee Benefits Representative.
 - * C. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.
 - * D. Conduct audits of bills and records for accuracy, and research and reconcile errors.
 - * E. Process death claims.
 - * F. Communicate with vendors as directed.
2. Assist with classification, compensation and recruitment activities.
 - * A. Interview employees/management to gather information for job descriptions and/or comparable worth evaluations; participate on the comparable worth evaluation team.
 - * B. Maintain EEO and pay equity records and assist with preparation of compliance reports.
 - * C. Administer civil service process, including preparing agendas, communicating with members, providing administrative support for meetings, and processing actions.
 - * D. Write council resolutions, classified ads and job announcements.
 - * E. Participate in recruitment activities such as job fairs, career days, and exam monitoring.
3. Participate in maintenance and upgrades to the human resources information system (HRIS).
 - * A. Collect information from Human Resources staff and other sources and perform technical analysis of HRIS applications to identify needs and make recommendations related to design and setup.
 - * B. Participate in project planning and in system updates/training sessions conducted by the vendor.
 - * C. Test and implement modifications/enhancements, and troubleshoot and resolve errors/deficiencies.
 - * D. Serve as technical resource to staff on HRIS design and operation, including development of user instructions and providing assistance with issues/problems.

- * E. Participate in applicant tracking, position control, benefit plan, and other HRIS records maintenance activities.
 - * F. Develop database queries and provide reports as requested.
4. Participate in labor relations activities.
- * A. Compile data required by management to assist with the development of contract proposals.
 - * B. Participate in the review of drafted language to analyze effect on operations.
 - * C. Provide administrative support during management strategy meetings and bargaining sessions.
5. Perform related tasks.
- * A. Establish and maintain a variety of human resource files, records and databases.
 - * B. Prepare a variety of materials, including correspondence, reports, graphs, charts, tables and spreadsheets.
 - * C. Develop and maintain various tracking systems.
 - * D. Respond to routine inquiries and resolve routine issues/complaints from employees, retirees, applicants and others; refer more difficult issues to appropriate staff.
 - * E. Research laws and regulations related to human resource policies and procedures as directed.
 - * F. Provide backup to front office staff as necessary **and administrative help at various meetings.**
 - * G. Recommend revisions to human resources documents as necessary.
 - H. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- ❖ A. Graduation from an accredited institution with an Associate Degree in Administrative Office Specialist or closely related field, plus three (3) years of progressively responsible clerical and paraprofessional experience in a Human Resource office; or
- ❖ B. Five (5) years of experience as defined above; or
- ❖ C. A combination of education and experience determined by management to be equivalent.

Knowledge Requirements

- ❖ A. Basic knowledge of human resources and employee benefits principles, concepts and practices.
- ❖ B. Knowledge of human resources policies and procedures, civil service rules, bargaining unit contracts, and basic knowledge of federal, state and local laws and regulations governing human resources work.
- ❖ C. Knowledge of basic research and data analysis methods and techniques.
- ❖ D. Knowledge of modern office practices and technology.

- ❖ E. Knowledge of business letter writing and report preparation.
- ❖ F. Knowledge of the principles and practices of computerized records maintenance.

Skill Requirements

- ❖ A. Skill in communicating clearly and concisely, both verbally and in writing.
- ❖ B. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications, as assigned.
- ❖ C. Skill in providing exemplary customer service with a focus on compliance.
- ❖ D. Skill in auditing and processing a wide variety of personnel and benefits transactions.
- ❖ E. Skill in designing and maintaining accurate and effective filing systems.
- ❖ F. Skill in operating a variety of office equipment.

Ability Requirements

- ❖ A. Ability to use initiative and independent judgment within established policies and procedural guidelines.
- ❖ B. Ability to perform research, analyze and summarize data in both narrative and numerical form.
- ❖ C. Ability to work under pressures of time constraints and conflicting demands.
- ❖ D. Ability to establish and maintain effective working relationships with supervisors, coworkers, other employees and the general public.
- ❖ E. Ability to maintain confidentiality.
- ❖ F. Ability to read, interpret and apply a variety of complex materials and instructions, including laws and regulations, related to human resource and benefit administration.

Physical Requirements

- ❖ A. Ability to sit for extended periods.
- ❖ B. Ability to transport oneself to, from, and around the sites of projects, meetings and presentations.
- ❖ C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.
- ❖ D. Fine dexterity to operate computer, calculator and other office equipment.
- ❖ E. Visual acuity to inspect documents for accuracy.
- ❖ F. Ability to hear and speak sufficiently to exchange information in person and by telephone.
- ❖ G. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- ❖ H. Ability to attend work on a regular basis.

- * Essential functions of the position
- ❖ Job requirements necessary the first day of employment

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