



HUMAN RESOURCES TECHNICIAN

DEFINITION

Under direction, performs a variety of responsible paraprofessional, technical, and administrative human resources support duties requiring the application of procedural, program, and compliance knowledge; assists with recruitment, testing, and selection of staff; processes personnel transactions and leave requests as well as insurance and benefit documents; coordinates and/or conducts employee trainings and orientations; prepares, reviews, and distributes Human Resources Information System records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified, journey-level paraprofessional classification. Incumbents exercise a high level of tact, discretion, diplomacy, and independent judgment to perform the full scope of duties which include technical to basic analytical duties. The work has both technical and procedural aspects, requiring an incumbent to interpret, apply, and ensure compliance with established regulations, requirements, policies, and procedures. Duties require frequent contact with staff and the public as well as attention to detail. Work may emphasize one or several of the following functional areas: recruitment, testing, selection, processing personnel transactions, leave management, insurance/benefit programs, and employee training and orientation. An incumbent receives 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 Human Resources Analyst class series in that the latter are professional-level classes performing professional and analytical work in support of one or more assigned human resources functional areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs a variety of responsible paraprofessional, technical, and administrative human resources support duties requiring the application of procedural, program, and compliance knowledge.
- Performs technical recruitment and selection activities; confers with Human Resources Analysts and members of various County departments regarding job content, desired selection processes, potential recruitment sources, and raters; drafts job announcements, informational brochures, and advertisements; conducts routine applicant screening; prepares applicant notification letters and informs candidates through all steps of the selection process.
- Confers and corresponds with written exam source agencies; reviews and orders written exams for administration; proctors written exams and scores written exam segments; recommends appropriate pass points.
- Compiles testing documents including interview questions and rating sheets; administers written and oral performance exams; assists in obtaining oral exam rating panel members and instructs the panel on proper procedures; monitors oral exam proceedings; administers the establishment and maintenance of eligibility lists.

- Reviews, verifies, enters, and corrects entries into the payroll and human resources system.
- Coordinates administrative background check procedures; communicates with the occupational health consultant regarding the processing of medical exams for prospective employees.
- Oversees the monthly maintenance of position control by working with departments and budget staff to ensure that position data is correct.
- Assists with coordination of the leave management program; advises employees on their rights under Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), State Disability Insurance (SDI), Paid Family Care Leave (PFL), long-term disability, and disability retirement; receives and processes requests for FMLA, CFRA, and other leaves; determines eligibility and sends initial notices; requests additional information and prepares other leave-related correspondence; recommends approval or denial of leaves.
- Assists with orienting employees on County benefits; provides instruction on enrollment forms, reviews forms for accuracy and completeness, and answers employee questions; processes enrollment information; assists in the development of benefits-related communication material.
- Maintains the employee benefit database; reviews entries for accuracy and correctness; inputs new hire information and retiree information into the database for reporting requirements and payroll processing.
- Communicates with doctors, California Public Employees' Retirement System, and disability insurance carriers to verify employee disability status and eligibility for benefits.
- Tracks and monitors employee benefits while employees are on disability leaves such as FMLA, CFRA, workers' compensation, SDI, PFL, long-term disability, and disability retirement.
- Assists with staff development activities; schedules training classes; prepares training materials; maintains training databases; orients trainers; facilitates training sessions.
- Performs difficult, complex, technical, and/or specialized office support work which may require the use of independent judgment, the application of technical skills, and knowledge of detailed or specialized activities related to the human resource function.
- 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.
- Provides information and general assistance to County staff and the public regarding personnel rules, policies, and procedures.
- Prepares and maintains a variety of files, logs, spreadsheets, and records.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Technical principles and practices of public human resources administration including recruitment, selection, benefits administration, leave management, and staff development.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures consistent with the assigned functional area, including the Consolidated Omnibus Budget Reconciliation Act, FMLA, the Health Insurance Portability and Accountability Act, the Americans with Disabilities Act, and other human resources-related laws.
- Administrative techniques, principles, and methods including technical research, data collection, and report preparation.
- Recordkeeping principles and procedures.
- Basic mathematics and statistical techniques.
- Technical accounting principles and procedures.
- Business letter writing and standard document formats.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform detailed human resources technical support work accurately and in a timely manner, using considerable discretion and independent judgment.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Review a variety of technical documents for completeness, accuracy, and compliance with established requirements.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Gather and compile information from a variety of sources.
- Prepare clear, concise, and competent reports, correspondence, and other written material.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain a variety of filing, recordkeeping, and tracking systems.
- Effectively represent the department and the County in meetings with governmental agencies, community groups, various business/professional/regulatory organizations, and in meetings with individuals.
- 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 the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, supplemented by 24 semester units of college-level coursework in human resources management, business administration, public administration, industrial/organizational psychology, or a closely related field;

AND

Two (2) years of experience which included responsibility for interpreting and explaining complex rules and regulations, researching information and preparing accurate documents and reports,

OR

Four (4) years of journey-level office support work performing human resources duties that included data entry and the processing of forms and records.

Licenses and Certifications:

- Possession of a valid California driver license and a satisfactory driving record at the time of appointment, and maintenance of such during employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed material 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and occasionally in the field where they may be exposed to inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.