

HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of responsible technical and administrative duties in support of the District's human resources management and benefits programs; assists in maintaining employee personnel files and confidential human resources and payroll records; assists in coordinating training; processes a variety of employee payroll, timekeeping, benefits, and related personnel transactions; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing technical and administrative duties in support of human resources programs. 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 typical functions of the job.

- Performs assignments of routine to moderate difficulty in support of the District's payroll, recruitment, training, and benefits administration programs.
- Carries out the full range of office and administrative support for all Human Resources functions such as composing correspondence, preparing a variety of reports including technical reports and status reports, and maintaining legally mandated employment postings and notices.
- Supports payroll operations by ensuring accurate and timely payroll processing; ensures timecards submitted are accurate and follows up with staff to correct errors; verifies payroll report entries and enters changes into the payroll system; assists in preparing, processing, and distributing payroll related reports.
- Supports the District's recruitment program by distributing job postings and related materials; reviews and enters data from employment applications into human resources information system; assists with coordinating the interview process, scheduling testing, tracking, updating, and reporting the District's open positions and recruitment status, and generating correspondence to notify applicants of recruitment status; assists in onboarding new employees.
- Provides customer service, both in-person, on the phone, and virtually; screens and directs telephone calls; answers questions from employees and job applicants regarding human resources issues, rules, regulations, benefits, and related human resources programs and

services.

- Assists in coordinating training sessions for employees; prepares and compiles training packets and training materials; schedules staff and tracks attendance; enrolls employees in external training programs; follows up with employees as necessary.
- Responds to employment verifications, salary and benefit surveys, and other requests for information.
- Organizes and maintains accurate and detailed databases, spreadsheets, files, and records; verifies accuracy of information, researches discrepancies, and records information; ensures compliance with established records retention schedules including archiving, scanning, and destructing files.
- Researches, summarizes, and interprets data from various sources and prepares a variety of reports according to established procedures and practices.
- Utilizes District's human resources system to process a variety of information such as employee evaluations and payroll changes; payroll processing; participates in administering and maintaining the District's Human Resources Information systems and payroll systems interface.
- Processes a variety of human resources and benefits related documents and forms, including monthly benefits billings, bonus requests, computer loan applications, and related documents.
- Assists with open enrollment activities such as the benefits fair and collecting necessary documentation from employees.
- Coordinates employee attendance for conferences including transportation and expense reports.
- Assists with other departmental operations and special projects as assigned; provides back-up support to other department staff.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- General operations, services, and activities of a human resources department.
- Basic practices and techniques of public personnel administration including recruitment, selection, payroll, training, and benefits administration.
- Methods and techniques of scheduling meetings.
- Principles and practices of data collection and retrieval.
- Operations and requirements of the District's HRIS and payroll systems.
- District 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 District 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:

- Process documents and human resources transactions efficiently and accurately.
- Answer questions and provide information to District employees, outside agencies, and the general public requiring the interpretation and explanation of human resources program,

- policies, and procedures.
- Provide technical and administrative support to the District's human resources management system and programs.
- Understand the organization, operation, and services of the District and of outside agencies as necessary to assume assigned responsibilities.
- Maintain confidentiality of employee information.
- Prepare a variety of routine correspondence and memoranda.
- Understand and apply applicable policies, procedures, and standards relevant to work performed.
- Set up and maintain a variety of files and records including accurate and complete employee records.
- Perform business math.
- Independently organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, 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.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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:

Education:

Equivalent to completion of the twelfth (12th) grade supplemented by coursework or training in human resources management, business or office administration, or related field.

Experience:

- Two (2) years of progressively responsible human resources program administrative experience.

Licenses:

- Possession of a valid California Class C driver's license, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

ENVIRONMENT

Standard office setting; frequent interaction with Authority staff and the general public.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.