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FLSA: NON-EXEMPT
CLASS CODE: I: 02857
II: 02858

HUMAN RESOURCES TECHNICIAN I/II

DEFINITION

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including assisting with the recruitment, testing, and selection of staff, salary administration, insurance and benefit programs, and employee training and orientation; prepares, reviews, and distributes human resources information systems records; provides responsible technical and clerical support to professional staff in the Human Resources Department; assists in completing various human resources studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Human Resources Technician I: This is the entry-level class in the Human Resources Technician series. Initially under close supervision, incumbents with basic human resources experience perform technical and administrative work within the human resources department. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Human Resources Technician II: This is the full journey-level class in the Human Resources Technician series that performs the full range of technical human resources work in all of the following areas: recruitment, testing, and selection, classification, compensation, and benefits administration, and employee training and orientation, in addition to performing a variety of record-keeping, administrative, and technical support activities. Positions at this level are distinguished from the I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level 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. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Court activities, and extensive staff, public, and organizational contact. This class is distinguished from the Human Resources Analyst class series in that the latter is a professional-level classification that requires a four-year degree.

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.

Positions at the HR Technician I level perform some duties in a learning capacity.

- Participates in the recruitment, testing, and selection of employees, including preparing advertisements and recruitment job flyers, assisting in coordinating recruitment processes, and scheduling and coordinating written performance tests and interviews; advertises, posts, and mails job bulletins; assists in proctoring examinations.
- Assists in collecting salary and employment benefits data; conducts a variety of telephone and mail surveys.
- Establishes and maintains employee personnel and benefits files.
- Processes Personnel Action Requests involving terminations, resignations, promotions, and retirements.
- Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, disability, health, life, dental, vision, employee assistance program, and worker's compensation; acts as the worker's compensation liaison between employees, the Human Resources Department, and claims adjusters.
- Enters benefit enrollment and changes into related databases.
- Assists with Court payroll and personnel recording-keeping functions; process personnel transaction documents; may process and review payroll records and certifications; may assist in compiling reports and statistics of payroll activities.
- Administers I-9 program, including issuing forms to new employees, verifying eligibility of employment, completing and signing off on forms, and maintaining accurate files.
- Assists in conducting and coordinating orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
- Assists professional staff with the scheduling and preparation of material required for employee training and recognition programs.
- Responds to employee and retiree questions and complaints, and may interface with medical insurance providers and insurance representatives.
- Interprets and applies Federal, State, and local laws and regulations concerning human resources programs.
- Provides a high level of customer service to both external and internal customers; provides information to Court staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Provides general administrative support to the Human Resources function, including preparing correspondence, memoranda, and reports, processing mail, performing data entry, and maintaining schedules and records.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of the human resources function in a public agency setting.
- Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public and Court staff.

Ability to:

- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection practices.
- Maintain accurate and confidential human resources records.
- Review and reconcile employee benefit records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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 training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

<u>Human Resources Technician I:</u> Three (3) years of responsible clerical and/or administrative experience, including one (1) year of technical human resources support experience.

<u>Human Resources Technician II:</u> Four (4) years of responsible clerical and/or administrative experience, including one (1) year of technical human resources support experience in a public agency setting or one (1) year of experience equivalent to Human Resources Technician I at the Court.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials 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, in all cases with the use of proper equipment and/or assistance from other staff. with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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 departmental policies and procedures.