

**CLASS SPECIFICATION**

**Human Resources Technician**

**Code Number:** \_\_\_\_\_

**GENERAL PURPOSE**

Under general supervision, performs a variety of responsible and confidential technical and administrative duties in support of the Commission's human resource management and benefits programs and services; and performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS**

Human Resources Technician is a paraprofessional technical and administrative support class in the Commission's human resource management job family. Incumbents perform assignments of varied difficulty in carrying out recruitment and selection programs, administering benefit plans and supporting other human resource program areas. Incumbents are expected to perform varied and sensitive job assignments in support of the Human Resources Manager and professional section staff, without close supervision using knowledge of Commission policies and human resource practices and procedures learned through experience. Incumbents may supervise and guide youth, volunteer and temporary clerical workers.

Human Resources Technician is distinguished from Senior Human Resources Technician in that a Senior Human Resources Technician performs more complex technical duties requiring the application of independent judgment and detailed knowledge of regulations and plan provisions required to administer Commission benefits and related human resource management programs. Human Resources Technician is further distinguished from Human Resources Analyst in that a Human Resources Analyst independently performs professional analytical and research assignments requiring the use of management and human resource theory and principles gained through professional education, technical training and experience.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Performs assignments varying from routine to moderate difficulty in support of recruitment and selection programs, including drafting job announcements, advertisements and other recruitment materials, responding to "hotline" calls, screening basic applicant qualifications, answering applicant and candidate questions regarding Commission employment and generating notices and correspondence to applicants and candidates.

Drafts interview questions and forms with direction as to content and difficulty level; may assist in the design and construction of oral and written assessment instruments; performs special projects such as establishing and maintaining a recruitment and interview factor database; provides a variety of administrative support in drafting and preparing memoranda, correspondence, reports, Commission transmittals and other documents for signature by human resources staff members and for own signature; ensures documents and materials are accurate, complete and in compliance with applicable standards and procedures.

Makes test scheduling and other testing arrangements; assists in proctoring assigned tests; scores or assists in scoring tests; sets up, coordinates and arranges interviews and interview panels; prepares lists of eligible candidates; conducts background and reference checks; assembles new hire information packets; conducts or assists with new employee orientation programs; reconciles billings and invoices for advertising and candidate expenses.

Researches and assembles assignment-specific information of limited scope for preparation and completion of records and reports; conducts surveys or studies as assigned; compiles and generates reports of personnel data; with guidance, provides information, reports and data to other agencies; recommends procedure and process improvements in areas of assigned responsibility.

Coordinates the section's activities in implementing Commission records management program requirements; provides information in response to requests for employment verification; enters candidate data and maintains the applicant flow database; maintains and monitors parking permit authorizations for temporary agency staff; sets up and maintains section files; assists in maintaining employee personnel files and confidential health and medical records.

Responds to general requests for information from staff, candidates, the public and other agencies; provides basic interpretations of policies and procedures.

## **OTHER DUTIES**

Administers and coordinates the placement of temporary agency employees; orients new temporary employees; works with supervisors, temporary employees and placement agencies to determine needs, identify and resolve problems; maintains records and files of temporary employees utilized.

Conducts the annual Form 700 Statement of Economic Interest and Standards of Conduct process for applicable employees, Commissioners and outside consultants; interprets and responds to technical questions regarding applicable State regulations and requirements; follows up to ensure compliance with procedural requirements; refers potential problems to supervisor for action; maintains records and files.

Assists in compiling the section's annual budget by gathering data, creating spreadsheets and performing mathematical/statistical calculations; coordinates and processes purchase requests; tracks procurements and expenditures for the fiscal year.

Provides backup support in processing employee benefits documents and requests and preparing benefits-related reports and materials.

Performs standard office and administrative support duties; designs and develops section forms.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Standard practices and techniques of public personnel administration, including recruitment, testing and selection programs; basic benefit program principles and practices, including claims processing, benefits reporting and insurance/benefit plan recordkeeping; standard employee benefit plans, coverages, and insurance recordkeeping requirements; federal, state and local laws and regulations applicable to assigned responsibilities; Commission administrative regulations, personnel policies and Memoranda of Understanding provisions applicable to areas of assigned responsibility; basic data gathering and analysis techniques; principles and practices of sound business communication; correct English usage, including spelling and grammar; standard business software, including word processing, spreadsheets and graphics; basic operations and requirements of the Commission's personnel information and payroll systems; recordkeeping and filing practices and procedures.

### **Ability to:**

Operate a computer using word processing and other business software; operate other standard office equipment; gather, compile and evaluate relevant data to reach logical conclusions; organize work and perform multiple tasks based on sound priorities and exercise sound independent judgment within areas of assigned responsibility; interpret, apply, explain and reach sound decisions in accordance with Commission and section regulations, policies, procedures, benefit plan provisions and labor contract provisions; accurately perform statistical and mathematical calculations; understand and follow written and oral instructions; communicate effectively orally and in writing; prepare clear, concise and accurate reports, correspondence and other written materials; exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations; establish and maintain record keeping procedures, systems and specialized files; establish and maintain effective working relationships with those encountered in the course of the work.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a G.E.D equivalent; and three years of increasingly responsible office administrative experience that provide familiarity with recruiting, interviewing and other human resource management practices and benefit plan administration; or an equivalent combination of training and experience. Completion of courses in human resources and management is desired but not required.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to repetitively finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions, work under intensive deadlines and interact with managers, employees, retirees, benefit plan administrators and carriers, bargaining unit representatives, applicants and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions. A high volume of telephone calls and 'walk-in' traffic result in a moderately loud noise level on a frequent basis.