



Human Resources Technician

Definition

Under general direction of the Human Resources Analyst, provide a wide variety of paraprofessional, technical and clerical duties related to human resources operations. This is a generalist position and as such, projects and tasks may be assigned in all functional areas of Human Resources.

The Human Resources Technician also supports the day-to-day operations of the Human Resources Division. An incumbent in this position interacts frequently with City employees and the general public and exercises tact and discretion when dealing with issues of a confidential or sensitive nature.

Typical Job Functions

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.

Assist customers at the counter, on the telephone, and via email, answering inquiries, explaining division policies and procedures, and providing forms and informational materials related to Human Resources operations.

Monitor the employee performance evaluation process, tracking evaluation dates and sending out reminder notices, sending out and monitoring notices for step and merit increases, maintaining records, and generating other appropriate paperwork as required.

Coordinate training for City staff, including scheduling training, preparing and distributing announcements, setting up food and beverages for attendees, tracking training attendance.

Assist with the coordination of recruitments, which includes, posting job announcements on-line, responding to applicant inquiries, scheduling written exams and oral board interviews, preparing oral board and other testing materials, corresponding to applicants.

Assist with the coordination of the City's benefit and wellness program.

Provide general clerical and administrative support to division staff, including making photo copies, scanning records, scheduling appointments and meetings, and filing paperwork records.

Coordinate the hiring process for part-time temporary employees, including: post job announcements, screen & forward applications to department coordinators, guide new hires through new hire procedures, meet with new hire employees to process paperwork, ensure required documents are submitted, input employee data in to the payroll system.

Maintain and monitor part-time temporary personnel files; file personnel transactions in the personnel files; coordinate the microfilming of records within the record retention guidelines.

Process payroll actions for part-time temporary staff, including setting up new hires, hourly step increases, address changes, and terminations.

Track part-time temporary employee hours; process bi-weekly reports and distribute to staff; ensure hours do not exceed the maximum allowed.

Coordinate the City's Internship Program, including assisting departments with selection process, maintaining an internship tracking sheet, coordinating educational programming for interns, and coordinating with regional internship program coordinators in Santa Clara County.

Order office supplies as needed; coordinate set-up for events/meetings; occasionally run errands.

Process check requests for invoices.

Respond to claims for unemployment and process quarterly bill.

Open, sort, screen, and distribute mail; prepare correspondence, reports, memoranda, forms, administrative procedures and related materials; proofread and check typed materials and reports for clerical and mathematical accuracy, completeness and for compliance with established standards and procedures.

Maintain the Human Resources web page on the City's website and the City's intranet.

Provides records retention support; coordinate microfilming of records; scan documents and records and save to designated electronic files.

Coordinate projects to further a paperless office concept to improve the efficiency and storage of records within the Human Resources Division.

Research and compile various data.

Assist with classification and salary studies.

Respond to requests for verification of employment.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

Qualifications

Knowledge of:

Arithmetic and basic mathematical calculations, including median and percent change calculations.

Principles and practices of effective customer service.

Record keeping principles and techniques; records management

Modern office procedures, practices, and computer equipment and software; computer software including word-processing, spreadsheet, and database applications, as well as an HRIS system.

Business letter writing and report writing.

English usage, spelling, punctuation and grammar.

Pertinent government organizations, functions, policies, rules, and regulations; rules, regulations, laws and practices on privacy, confidentiality and disclosure as applied to personnel records.

Applicable federal, state, and local laws, codes and regulations related to areas of assignment.

Principles and practices of local government human resources functions.

Ability to:

Communicate clearly and concisely, both orally and in writing.

Perform duties in support of human resources activities.

Intermittently, review documents related to division operations.

On a continuous basis, sit at a desk for long periods of time. Intermittently twist and reach office equipment; stand, bend, squat, kneel or twist while using/clearing copy equipment or retrieving/returning files; write and use keyboard to communicate through written means and enter/retrieve data from computer; occasionally run errands; and lift or carry weight of 10 pounds or less.

Read, interpret, and apply pertinent rules, regulations, standards, and procedures. Understand, interpret, and explain department policies and procedures; explain operations to the public and with the staff.

Maintain confidential, technical, and statistical records and reports.

Handle confidential information with professional demeanor and discretion.

Understand the organization and operation of the city and of outside agencies as necessary to assume assigned responsibilities;

Observe, identify, and problem solve office operations, and procedures.

Make arithmetic calculations with speed and accuracy.

Work with various cultural and ethnic groups in a tactful and effective manner.

Obtain information through questioning; work with interruption; effectively handle multiple assignments; and deal firmly and courteously with the public.

Organize, prioritize, and coordinate work activities.

Analyze situations quickly and objectively and determine proper course of action.

Operate and use a variety of modern office equipment, and computer software programs including Microsoft Office Suite, the Internet, HR information system; and learn and operate new programs as required; type accurately at a speed of 50 words per minute.

Maintain efficient and effective department filing systems and databases.

Establish and maintain effective working relationships with those contacted in the course of the work.

Function with a high degree of independence in performing job duties and exercise sound judgment in programmatic and procedural decision making.

Recognize program needs and develop strategies and solutions to implement more efficient systems and procedures.

Education and Experience

Equivalent to the completion of an associate of arts degree and two years of responsible experience in a paraprofessional human resources position.

Licenses and Certifications

Possession of a valid California driver's license.

FLSA: Non-exempt

Est. 1/1972

Rev. 6/1974, 11/1981, 9/1996, 4/1999, 2/2007, 11/2014, 5/2016