

County of Humboldt Job Specification
HUMAN RESOURCES TECHNICIAN I/II
Classification 0699A/B
FLSA: Non-Exempt



DEFINITION

Under immediate (Human Resources Technician I) or general supervision (Human Resources Technician II), performs a variety of responsible paraprofessional, technical, and office administrative functions in support of varied human resources programs and functions; provides assistance with the recruitment, examination, and employee onboarding processes and salary administration, insurance, and benefit programs; provides or facilitates the provision of information on recruitment, testing, benefits, and other human resources programs to candidates for employment, county management and staff, and the general public; and performs related duties as assigned. Duties may involve the human resources program areas of: Personnel, Risk Management, and/or Organizational Development & Effectiveness.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Human Resources Technician I) or general supervision (Human Resources Technician II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Human Resources Technician I: This is the entry-level classification in the Human Resources Technician series. Initially under close supervision, incumbents learn and perform routine, confidential administrative support duties related to human resources programs and activities. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Human Resources Technician 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.

Human Resources Technician II: This is the journey-level classification in the Human Resources Technician series. Positions at this level are distinguished from the Human Resources Technician 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.

Positions in the Human Resources Technician class series are flexibly staffed and positions at the II level are typically filled by advancement from the I level after gaining the knowledge, skill, and experience which meet the qualifications for, and after demonstrating the ability to perform the work of, the higher-level classification

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Prepares, coordinates, and administers selection procedures, including, but not limited to job announcement and advertisement preparation, written and oral performance testing, background checks, establishment of eligibility lists, and employee onboard procedures.
- Prepares all written material associated with the selection processes, including informational brochures, and notification letters.
- Confers and corresponds with written test source agencies; reviews and orders written tests for administration.
- Assists in obtaining oral rating panel members; instructs the panel and monitor oral board proceedings as appropriate.
- Coordinates candidate notification processes during all steps of the recruitment, examination, and onboarding process.
- Confers with Human Resources Analysts and members of various county departments regarding job content, desired selection processes, potential recruitment sources, raters, and subject matter experts.
- Processes, calculates, and maintains records of a variety of Human Resource Information System (HRIS) actions, including, but not limited to, new hire onboarding, promotions, cost-of-living adjustments and compensation increases, benefits withholdings, and workers' compensation claims.
- Monitors employee benefits while employees are on disability leaves such as Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), workers' compensation, state disability, long-term disability, and disability retirement.
- Applies, explains, and ensures compliance with provisions of collective bargaining contracts and personnel rules, policies, and procedures; suggests contract and rule changes to improve system implementation of proposed and potential compensation and related benefits.
- Reviews documentation for eligibility and accuracy; tracks and files supporting documentation.
- Monitors and coordinates employee events, training programs, and other activities; develops promotional programs and materials; coordinates with county department representatives to implement programs; tracks and monitors attendance.
- Provides technical support for labor relations processes, including researching information and statistics to support the labor relations negotiation team.
- 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.
- Collects, maintains, and compiles information and data, using spreadsheets and other software; prepares a variety of specialized reports and information on a scheduled and as requested basis.

- Provides information and general assistance to county staff and the public regarding rules, policies, and procedures.
- Maintains a variety of databases, files, and records related to the county's HRIS; reconciles transactions and data as directed; records changes and resolves differences, maintains the accuracy of the records and files.
- Performs other related duties as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required.

Some duties, knowledge, skills, and abilities may be performed in a learning capacity for entry-level (I Level) positions.

Knowledge of:

- Fundamental principles and practices of public human resources administration.
- Fundamental recruitment and selection techniques and procedures.
- Fundamental benefit program principles and practices, including claims processing, benefits reporting, and insurance/benefit plan recordkeeping.
- Principles and practices of auditing HRIS documents.
- Applicable federal, state, and local laws, rules, and regulations governing personnel actions, such as equal opportunity employment, considerations of job relatedness, and practices related to the processing and recording of HRIS transactions related to employee benefits and union contracts.
- Recordkeeping principles and procedures including record destruction according to rules and regulations.
- Basic math, statistics, and accounting principles and procedures.
- 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, including computers and software programs relevant to work performed.

Ability to:

- Gather and compile information from a variety of sources.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection practices.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Perform detailed human resources office support work accurately and in a timely manner.

- 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.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Maintain a variety of filing, recordkeeping, and tracking systems.
- Apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies, and procedures of HRIS processing, employee record-keeping functions, basic employee benefits processes, and Union Memoranda of Understanding.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal 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.
- Demonstrate the County of Humboldt's commitment a diverse, equitable, and inclusive workplace.

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:

Equivalent to completion of the twelfth (12th) grade

and

Human Resources Technician I: two (2) years of experience providing responsible office or administrative support work which included interpreting and explaining complex rules and or procedures and processing of forms and records. College-level coursework or specialized training in human resources, business administration, public administration, psychology, or related field is preferred.

Human Resources Technician II: two (2) years of experience performing increasingly responsible paraprofessional human resources or payroll support work for a full-service human resources program at a level equivalent to the county's classification of Human Resources Technician I.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 15 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

- 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.

ADDITIONAL REQUIREMENTS

Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).