



HUMAN RESOURCES TECHNICIAN I/II

DEFINITION

Under general supervision, performs administrative and technical duties in support of the City's human resources functions, including recruitment and selection, employee relations, classification and compensation, insurance and benefit administration, leaves, and risk management; coordinates various human resources-related activities and services; provides highly responsible assistance to management staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives close or general supervision from assigned supervisory or management personnel. May exercise technical direction over clerical staff.

CLASS CHARACTERISTICS

Human Resources Technician I

This is the entry-level classification in the Human Resources Technician class series. Initially under close supervision, incumbents learn and perform advance clerical and technical human resources duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates the skill to perform the work independently. Positions at this level usually perform most of the duties required of journey-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 fully qualified journey-level classification in the Human Resources Technician class series. Under general supervision, positions at this level are distinguished from the entry-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents 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. Incumbents may advance to the higher-level class after gaining the knowledge, abilities, experience, and any required licenses and certifications which meet the qualifications for and demonstrate the ability to perform the work of the higher-level class.

This class is distinguished from the Associate Management Analyst/Management Analyst in that the latter performs professional-level analytical duties in support of the Human Resources Division, exercises a higher degree of independent judgment and decision making, and may supervise assigned staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Performs a variety of responsible paraprofessional, technical, and administrative human resources support duties requiring the application of procedural, program, and compliance knowledge.
- Performs technical recruitment and selection activities; confers with the assigned analyst and members of various City departments regarding job content, desired selection processes, potential recruitment sources, and raters; drafts job announcements, informational brochures, and advertisements; conducts application screening; prepares applicant notification letters, and informs candidates through all steps of the selection process.
- Compiles various types of testing documents; confers and corresponds with written exam source agencies; orders written exams for administration; assists in obtaining oral exam rating panel members, and instructs the panel on proper procedures; proctors written and oral exams; scores exams; recommends appropriate pass points; and administers the establishment and maintenance of eligibility lists.
- Provides information to employees regarding wages, benefits, department procedures, and City policies; responds to inquiries from other agencies.
- Reviews, verifies, enters, and corrects entries into the human resources information system.
- Coordinates administrative background check procedures; communicates with the occupational health consultant regarding the processing of medical exams for prospective employees.
- Conducts new employee orientations and processes all documentation for new employees; provides instruction on enrollment forms, reviews forms for accuracy and completeness, and answers employee questions; processes benefit enrollment information; assists in the development of benefits-related communication material.
- Monitors accurate completion of employee performance evaluations and sends reminders to managers and supervisors.
- Accurately prepares all personnel action forms, including new hires and separations, and ensures they are signed by the appropriate personnel, and submits to payroll for processing.
- Serves as primary contact for employees, dependents, retirees, and benefit plan administrators with respect to department activities; maintains the employee benefit database; reviews entries for accuracy and correctness; inputs new hire information and retiree information into the database for reporting requirements and payroll processing.
- Monitors maintenance of various benefits plans, including health, dental, vision, life, accidental death and dismemberment, long-term disability, deferred compensation, and retirement.
- Plans and coordinates periodic employee events, such as the benefits fair and recognition activities.
- Coordinates leave management programs; advises employees on their rights under Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), State Disability Insurance (SDI), Paid Family Care Leave (PFL), long-term disability, and disability retirement; receives and processes requests for FMLA, CFRA, and other leaves; determines eligibility and sends initial notices; requests additional information and prepares other leave-related correspondence; recommends approval or denial of leaves.

- Processes all workers' compensation claims and monitors the status of each on a regular basis.
- Tracks and monitors employee benefits while employees are on disability leaves such as FMLA, CFRA, workers' compensation, SDI, PFL, long-term disability, and disability retirement.
- Assists with staff development activities; schedules training classes; prepares training materials; maintains training databases; orients trainers; facilitates training sessions.
- Maintains the confidentiality of all records and information within the department.
- Attends meetings and serves on committees as appropriate.
- Performs general administrative work related to assigned duties, including establishing and maintaining files, preparing reports and correspondence, copying and filing documents, and entering computer data.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry-level while in a learning capacity.

Knowledge of:

- Basic principles and practices of public human resources administration, including recruitment, selection, employee relations, classification and compensation, insurance and benefits administration, leave management, and risk management.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures consistent with the assigned functional area, including the Consolidated Omnibus Budget Reconciliation Act, FMLA, the Health Insurance Portability and Accountability Act, the Americans with Disabilities Act, and other human resources-related laws.
- Administrative techniques, principles, and methods including technical research, data collection, and report preparation.
- Recordkeeping principles and procedures.
- Basic mathematics and statistical techniques.
- Business letter writing and standard document formats.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform detailed human resources technical support work accurately and in a timely manner, using considerable discretion and independent judgment.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Review a variety of technical documents for completeness, accuracy, and compliance with established requirements.
- Effectively communicate with internal and external customers and provide a high-level of customer service.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Gather and compile information from a variety of sources.
- 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.
- Maintain a variety of filing, recordkeeping, and tracking systems.
- Compile and maintain confidential files and records.
- Effectively represent the department and the City in meetings with governmental agencies; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.
- 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

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Human Resources Technician I:

Equivalent to graduation from high school supplemented by 24 college-level semester units in human resource management, business administration, public administration, or a closely related field;

AND

Three (3) years of full-time experience performing increasingly responsible and complex clerical duties, including explaining policies and procedures and processing forms and records. Experience performing recruitment and selection, benefits administration, and/or related human resources work is highly desirable.

Human Resources Technician II:

Equivalent to graduation from high school supplemented by 24 college-level semester units in human resource management, business administration, public administration, or a closely related field;

AND

Two (2) years of experience performing increasingly responsible technical personnel or human resources duties at a level equivalent to the City's classification of Human Resources Technician I.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

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 individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	May 2001
Revised	January 2021, October 2021
FLSA	Non-Exempt
Salary Schedule	I-level: Confidential/Range 17 II-level: Confidential/Range 20