



Class Code:

Senior Human Resources Technician

DEFINITION

Under direction from the Human Resources/Risk Manager, oversees assigned human resources and risk management programs such as workers' compensation, property and general liability, employee training and development, benefits administration, recruitment and selection, classification and pay systems, labor relations programs, and/or related human resources programs; provides a wide variety of confidential technical and administrative support to the District's human resources function; researches and interprets contracts and policy documents and reviews and completes benefit enrollment transactions; assists with recruitment activities, market surveys, and coordination of training programs; establishes and maintains a variety of technical and confidential office records and files; may direct the work of technical, clerical or office support staff and/or student interns; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Senior Human Resources Technician is the advanced journey level, single-position classification in the Human Resources Technician series. This classification is distinguished from the journey-level Human Resources Technician II classification by serving in a lead capacity and performing the most complex and difficult confidential technical and administrative support duties with significant independence and limited oversight and direction, including oversight of assigned human resources programs. Work involves significant knowledge of District and departmental policies, procedures, and practices, advanced clerical skills, and familiarity with federal and state laws and statutes. This class may provide lead level support to other Human Resources Technicians and Assistants.

This classification is distinguished from the Human Resources Analyst classification in that the latter performs a variety of professional human resources duties in benefits administration, recruitment/selection, employee relations, classification and pay, and other human resources functions.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Manages the Workers' Compensation Program; oversees all claims and directly coordinates with the third-party administrator and insurer; manages all communications with the employee, supervisor, etc.; collaborates with the Human Resources/Risk Manager on policy decisions; may assist with other insurance programs such as property and general liability claims management.
- Oversees the District's training programs, including the program administration, coordination of training courses, employees information, and may deliver training curriculum as appropriate.
- Serves as the point of contact for all outside inquiries for the Human Resources Department.

Senior Human Resources Technician

- Provides technical and functional work direction to other technical, clerical, and/or support staff; assists in training new personnel.
- Provides responsible technical assistance to employees on a variety of benefit matters; researches and interprets contracts and policy documents; reviews and completes all benefit enrollment transactions; consults with plan administrators as required; responds to and resolves questions.
- Assists in conducting market surveys of compensation, benefits, personnel policies, and practices; responds to requests for related information from other agencies; may assist with labor relations programs and negotiation planning and staff negotiation tables, including research, note taking, and drafting and reviewing language.
- Assists with recruitment activities by preparing written correspondence required during the recruitment process; assembles and distributes application packets; may review employment applications and related documents; inputs and maintains applicant database; schedules interviews and tests; proctors written examinations and performs related selection activities.
- Organizes and maintains the Human Resources filing system; ensures accuracy and completeness of confidential personnel files and employee records; files and retrieves documents.
- Provides assistance to the coordination and implementation of various employee training programs including registration of class participants and coordinating classes; coordinates the use of various facilities and maintains training database.
- Reviews, edits, formats, and develops draft materials ensuring completeness, accuracy, compliance with policies and procedures, and appropriate English usage including grammar, punctuation, and spelling.
- Composes correspondence from brief instructions; designs new formats and forms as needed for various programs; initiates internal notifications and announcements to employees regarding District activities, benefit plans, and other related matters; prepares a variety of correspondence, memos, staff reports, documents, and other materials using word processing or spreadsheet software applications.
- Receives and screens visitors and phone calls; provides factual information to employees and the public on matters related to District and Human Resources programs and services which may require interpretation of policies and procedures and the use of tact and judgment.
- Performs other related work as required.

REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience:

Possession of an Associates degree in human resources management, business administration, or a related field; and five (5) years of responsible administrative, secretarial, or clerical experience in a Human Resources office, which includes at least (2) years of full-time experience equivalent to that of a Human Resources Technician II within the District.

Knowledge, Skills, and Abilities:

Knowledge of: advanced personnel practices, procedures, and regulations; workers' compensation; principles and practices of business letter writing and report preparation; records management and filing practices and procedures; correct English usage, including spelling, grammar, punctuation and vocabulary; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: work independently and exercise sound judgment within established guidelines; provide lead supervision and training; use tact and discretion in dealing with employees and the public; maintain strict confidentiality; organize, coordinate, and prioritize a variety of assignments with varying deadlines; work effectively under pressure with frequent interruptions; handle difficult, confidential and sensitive assignments; provide varied technical and administrative assistance; analyze, interpret and effectively apply pertinent policies, procedures, regulations, and contract provisions; organize and maintain a variety of confidential and statistical records, reports, and files; research, compile, and summarize informational materials and prepare periodic and special reports; interpret data, state conclusions, and offer recommendations; compose correspondence and complete projects from brief oral or written instructions; make accurate arithmetic calculations; enter data and type with the speed and accuracy required to perform assigned tasks; perform the essential duties of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:

The essential functions of this classification are performed primarily in a controlled-temperature office and require the ability to: work outside of normal business hours to proctor recruitment examinations; sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard and other office equipment on a daily basis; walk, bend, stoop and reach to access files, materials and to transport test materials; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and to frequently lift and carry boxes of files and records weighing up to 20 pounds and occasionally up to 55 pounds.

Adopted:

Approved: _____

Senior Human Resources Technician

Human Resources/Risk Manager