



Human Resources Technician I/II

DEFINITION

Under supervision (Human Resources Technician I) or general supervision (Human Resources Technician II) from the Human Resources/Risk Manager, 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; assists with various risk management support activities related to workers' compensation, property and general liability, and employee safety programs; establishes and maintains a variety of technical and confidential office records and files; may direct the work of clerical or office support staff and/or student interns; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Human Resources Technician I is the entry-level class in the Human Resources Technician series. Under supervision, within a framework of established policies and procedures, incumbents learn and perform routine technical and administrative human resources and risk management tasks. As experience and proficiency are gained, assignments become more varied and complex. Assignments are given in specific terms and are subject to review by the Human Resources/Risk Manager while in progress and upon completion, except where tasks are well-defined by established standards, policies, and procedures. There is limited latitude for independent judgment.

This classification is distinguished from the Human Resources Assistant II, in that the latter is a journey-level classification that performs a full range of confidential administrative and clerical support duties of average complexity and exercises a moderate degree of judgment within established standards. This classification is further distinguished from the experienced, journey-level Human Resources Technician II class by the routine nature and limited complexity of work assignments and the level of supervision received. The Human Resources Technician I and II classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval by the department manager, incumbents in this class may advance to the Human Resources Technician II classification after a minimum of two (2) years at the first level and with demonstrated proficiency to meet the requirements of the Human Resources Technician II classification.

Human Resources Technician II is the experienced, journey-level class in the Human Resources Technician series. Under general supervision, within a framework of established policies and procedures, incumbents perform the full range of confidential technical and administrative support duties for a variety of human resources programs, which require significant knowledge of District and departmental policies, procedures, and practices, advanced clerical skills, and familiarity with federal and state laws and statutes. Assignments are given in general terms and are subject to review upon completion by the Human Resources/Risk Manager. There is significant latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the entry-level Human Resources Technician I by the complexity of work assignments, the potential impact of error, the level of independence with

which assignments are performed, and the level of supervision received. This classification is further distinguished from the Senior Human Resources Technician classification in that the latter is the advanced, journey-level, has lead responsibility, and performs the most complex and difficult technical and administrative support duties, including oversight of assigned human resources programs.

TYPICAL DUTIES

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

- 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.
- 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 oral panels 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.
- Provides assistance to the workplace safety program, including managing training records, coordinating drug and alcohol testing processes and requirements, staffing the Safety Committee, assisting with supply ordering, and other support activities.
- Provides assistance to risk management programs, including workers' compensation, property and general liability, maintaining claims files, communicating with employees and insurance carriers, and other support activities.
- 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.

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- 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.
- May direct the work of clerical or office support staff or student interns.
- 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 a high school diploma or its equivalent; and

Human Resources Technician I: Three (3) years of full-time experience equivalent to that of a Human Resources Assistant II within the District.

Human Resources Technician II: Five (5) years of responsible administrative, secretarial, or clerical experience in a Human Resources office, which includes at least two (2) years of full-time experience equivalent to that of a Human Resources Technician I within the District.

Knowledge, Skills and Abilities:

Skill and Ability to: basic personnel practices, procedures, and regulations; 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; 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.

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; 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.

Revised: 03/2025

Approved: 
Human Resources/Risk Manager