



DEFINITION

Under supervision from a section supervisor or division manager, provides a wide variety of confidential technical and administrative support to the District's human resources functions; 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 clerical or office support staff and/or student interns; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Human Resources Technician I is the entry level class in the Human Resources Technician series. It is distinguished from the Human Resources Technician II by the performance of routine duties assigned to positions within the series.

This class is distinguished from the Human Resources Assistant II, in that the latter is a journey-level classification that performs a full range of confidential clerical and office support duties of average complexity and exercises a moderate degree of judgment within established standards.

Human Resources Technician II is an experienced, journey-level technician classification. Under general supervision within a framework of established policies and procedures, incumbents independently perform 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 and advanced clerical skills as well as a working knowledge of applicable laws. Assignments are given in general terms and are subject to review upon completion. There is significant latitude for independent judgment and action in well-defined areas of work.

The Human Resources Technician I and II classifications are flexibly staffed. Incumbents normally advance to the Human Resources Technician II classification after gaining requisite experience, demonstrating sustained satisfactory performance, achieving and demonstrating proficiency in the job requirements of the journey-level classification and upon recommendation and approval of departmental supervisory and management staff.

This class is distinguished from the Human Resources Technician I by the performance of more complex duties with a greater level of independence. This class is further distinguished from the Human Resources Analyst classifications in that the latter classifications perform 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:

- 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; and 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 materials required during the recruitment process; assembles and distributes application packets; reviews 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 systems; ensures accuracy and completeness of confidential personnel files and employee records; and files and retrieves documents.
 - Provides assistance to the coordination and implementation of various employee training programs including registration of class participants; coordinates the use of various facilities and maintains training database. May provide training to employees on the use of HR systems or HR processes.
 - Reviews, edits and formats draft materials and finalizes same, 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 a high school diploma or its equivalent; and

Human Resources Technician I: three (3) years of responsible administrative experience equivalent to a Human Resources Assistant II with the District; additional college-level courses in human resource management practices is desired but not required.

Human Resources Technician II:

(5) years of responsible administrative, secretarial or clerical experience in a Human Resources office, which includes at least two (2) years of responsible experience equivalent to Human Resources Technician I with the District and equivalent to thirty (30) semester units in human resources management, personnel, business administration or a related field.

Knowledge, Skills and Abilities:

Knowledge of: basic personnel practices, procedures and regulations; modern office procedures, practices and equipment; 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; effective operation of a personal computer and other standard office equipment; standard software applications including word processing, spreadsheet and database programs.

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; effectively operate a personal computer and standard office equipment; proficiently utilize standard software programs including word processing and spreadsheet applications; enter data and type with the speed and accuracy required to perform assigned tasks; communicate effectively, both orally and in writing; establish and maintain good working relationships with those contacted in the course of the work; and perform the essential duties of the job without causing harm to self or others.

Additional Requirements:

- Must possess a valid California 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; 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 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 55 pounds.

Approved: 
Human Resources/Risk Manager

